

June 1996

# TELECOMMUNICATIONS

## Costs Reported by Federal Organizations for Fiscal Year 1995







United States  
General Accounting Office  
Washington, D.C. 20548

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Accounting and Information  
Management Division

B-271967

June 17, 1996

The Honorable Richard C. Shelby  
Chairman  
The Honorable J. Robert Kerrey  
Ranking Minority Member  
Subcommittee on Treasury, Postal  
Service, and General Government  
Committee on Appropriations  
United States Senate

Section 629(c) of Public Law 104-52, the Fiscal Year 1996 Treasury, Postal Service, and General Government Appropriations Act, requires us to deliver a comprehensive analysis of the cost of certain federal agency telecommunications services. As required, on May 31, 1996, we provided you with our report identifying which agencies are using the Federal Telecommunications System (FTS 2000) and comparing telecommunications costs between selected agencies that use FTS 2000 and those that do not.<sup>1</sup> This report provides additional information you requested on governmentwide telecommunications costs. Specifically, as agreed with your offices, we surveyed 42 executive branch departments and government agencies (hereafter referred to as federal organizations) to identify total fiscal year 1995 telecommunications costs, broken out by the following five categories: FTS 2000 services,<sup>2</sup> non-FTS 2000 long-distance services, local telecommunications services, wireless services, and telecommunications support contract services.

This report also provides information that you requested on reported local access costs generally associated with FTS 2000 telephone calls and the government's reported fiscal year 1995 costs for the Purchase of Telecommunications and Services (POTS).<sup>3</sup>

As agreed with your offices, because of the short time frame for responding to this request, we did not independently verify the accuracy of the cost information provided by federal organizations during our review.

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<sup>1</sup>Telecommunications: FTS 2000 Cost Comparison (GAO/AIMD-96-95, May 31, 1996).

<sup>2</sup>The FTS 2000 program is managed by the General Services Administration (GSA).

<sup>3</sup>POTS contracts cover the purchase, installation, maintenance, repair, removal, and relocation of new and used telephone equipment.

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## Results in Brief

The 41 federal organizations that responded to our survey<sup>4</sup> reported that they spent about \$2.4 billion for telecommunications services in fiscal year 1995. In many cases, federal organizations provided estimates of fiscal year 1995 telecommunications costs because actual costs were unknown. Furthermore, the total costs reported are understated because some organizations did not report complete cost information. We also found differences to exist between the FTS 2000 costs reported by federal organizations and GSA. We attempted to reconcile these differences where we could.

While FTS 2000 costs paid by federal organizations include telephone company charges for local access, these charges are not separately identified in FTS 2000 vendor pricing information. The latest information GSA could provide on local access was based on a 1994 analysis which estimated that, generally, as much as 40 to 50 percent of the cost of an FTS 2000 telephone call was for local access. According to the Assistant Commissioner for Service Development, Federal Telecommunications Service, since then the cost of switched voice service on FTS 2000, particularly the cost for network transport, has dropped significantly. As a result, GSA's 1994 analysis may not represent current local access costs.

Government organizations also obtain various types of telephone-related equipment and services through GSA's POTS contract. For fiscal year 1995, GSA reported that government organizations spent a total of about \$41 million under the POTS contract.

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## Background

Telecommunications—the electronic transmission of information of any type, including voice, data, and video—are vital to government agencies. Long-distance voice and data communications, provided by the federal government's FTS 2000 program, as well as other services provided by hundreds of telephone companies, help government agencies to carry out various missions and provide service to millions of customers around the world.

The FTS 2000 program was established under GSA's leadership to provide inter-city communications—basic long-distance service—to federal

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<sup>4</sup>The Central Intelligence Agency (CIA) did not provide us with its telecommunications costs for fiscal year 1995. The agency reported that it does not use FTS 2000 services and that the non-FTS 2000 information requested was classified. The CIA added that it had recently provided information services costs to the congressional appropriations committees in its classified budget submissions.

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agencies at a lower cost than regular commercial telephone service.<sup>5</sup> The government began using FTS 2000 in 1989. The FTS 2000 network provides basic switched service for voice, packet switched service for data, video transmission service, and other categories of services<sup>6</sup> that support almost 1.7 million federal government users nationwide.<sup>7</sup>

Through GSA, federal organizations obtain FTS 2000 services from one of two contract carriers—AT&T or Sprint. Federal organizations are charged a fee for each type of basic long-distance service they use under the FTS 2000 program. Among other things, this fee covers the contract carrier's costs for transporting voice, data, or video over its network as well as charges the carrier pays other telephone companies for local access, which is the interconnection of the FTS 2000 network to local telephone company networks. The fee federal organizations pay for services they use under the FTS 2000 program also includes an 8-percent fee to cover GSA's cost to administer the program.

In addition to FTS 2000, federal organizations also contract with private industry for other types of telecommunications services and support. Specifically, this includes:

- international communications and domestic long-distance service in geographic areas where FTS 2000 is not available or in cases where GSA has granted an agency exception to the use of FTS 2000 services;<sup>8</sup>
- local telephone and other related services;
- wireless services such as cellular phones, paging, and satellite; and
- support contract services such as maintenance for communications equipment.

Federal organizations also use GSA's POTS contract to obtain telecommunications services. This GSA-managed contract allows federal organizations to purchase and install, maintain, repair, remove, and relocate new and used telephone equipment. While government agencies use POTS to obtain various types of telecommunications equipment, such as telephones, electronic key systems, and cable and wiring, POTS is also used to obtain maintenance and repair services on government-owned telephone equipment.

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<sup>5</sup>International long-distance service is not available under the FTS 2000 program.

<sup>6</sup>A glossary of telecommunications services is included at the end of this report.

<sup>7</sup>With a few exceptions, use of FTS 2000 services is mandatory for executive branch departments and agencies unless they are granted an exemption by GSA.

<sup>8</sup>Federal Information Resources Management Regulation, Part 201-24.001.

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## Scope and Methodology

To identify telecommunications services costs, we developed and sent a questionnaire to 42 federal organizations requesting that they report fiscal year 1995 costs for FTS 2000 services, non-FTS 2000 long-distance services, local telecommunications services, wireless services, and telecommunications support contract services. As agreed with your offices, our survey included the 14 executive branch departments and 28 of the government's largest agencies and organizations—those which employ about 1000 or more full-time equivalent staff.<sup>9</sup>

To validate our questionnaire, we pretested it with GSA and the Department of the Interior to ensure that it properly defined and included all telecommunications services cost categories. We also obtained information from GSA showing total charges paid by federal organizations under POTS contracts during fiscal year 1995 and the estimated percentage of FTS 2000 costs that government agencies are charged for local access. As also agreed with your offices, we did not independently verify the accuracy of the cost information provided by federal organizations. However, we discussed the cost information with each federal organization to confirm that our report presented the information as they had provided it to us. We also consulted with them to confirm our understanding of all responses and to discuss and clarify questions we had about the information the organizations provided. Appendix I provides further details on our scope and methodology. Appendix II lists the departments and agencies we surveyed, and our questionnaire is reproduced in appendix III.

We conducted our work from February 1996 through May 1996 in accordance with generally accepted government auditing standards, except we did not independently verify the accuracy of the cost information provided by federal organizations during our review. We provided a draft of this report to GSA and the Office of Management and Budget (OMB) for comment. We have incorporated comments as appropriate.

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<sup>9</sup>Forty-one federal organizations provided cost information in response to our survey. As noted earlier, the CIA did not provide its telecommunications costs for fiscal year 1995.

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**Agency Reported  
Fiscal Year 1995  
Costs for  
Telecommunications  
Services**

Federal organizations we surveyed reported that they spent about \$2.4 billion in fiscal year 1995 for telecommunications services. Telecommunications costs reported by the organizations included about \$761 million for FTS 2000 services, \$379 million for non-FTS 2000 long-distance services, \$700 million for local services, \$33 million for wireless services, and \$511 million for support contract services. Figure 1 provides agency reported costs for each category of service.

Figure 1: Fiscal Year 1995 Telecommunications Costs by Federal Organization

	FTS 2000 Services	Non-FTS 2000 Long Distance Services	Local Services	Wireless Services	Contract Services	Total
Department of Defense	\$161,604,627	\$150,752,516	\$68,839,792	\$4,731,975	\$46,683,656	\$432,612,566
Department of Treasury	\$118,132,691	\$8,545,618	\$116,377,085	\$2,017,071	\$62,976,713	\$308,049,178
National Aeronautics and Space Administration	\$32,059,969	\$30,534,558	\$7,528,961	\$934,523	\$93,461,648	\$164,519,659
Department of Energy	\$26,246,305	\$9,252,087	\$45,485,109	\$5,411,387	\$58,772,727	\$145,167,615
Department of Health and Human Services	\$32,669,496	\$11,310,040	\$28,790,029	\$642,074	\$50,762,054	\$124,173,694
Department of Justice	\$62,268,788	\$12,103,519	\$38,348,895	\$4,853,149	\$4,941,225	\$122,515,576
U.S. Postal Service	\$18,083,768	\$18,848,584	\$85,411,758	\$0	\$0	\$122,344,110
Department of Veterans Affairs	\$30,192,183	\$11,509,557	\$72,811,671	\$1,298,254	\$5,997,646	\$121,809,311
Social Security Administration	\$78,729,253	\$5,402,520	\$22,213,096	\$589,483	\$10,585,679	\$117,520,031
Department of Agriculture	\$41,130,800	\$12,787,683	\$41,397,696	\$384,356	\$18,544,822	\$114,245,357
Department of State	\$2,348,184	\$53,796,797	\$6,446,588	\$376,253	\$33,204,918	\$96,172,741
Department of Transportation	\$34,878,194	\$1,238,326	\$17,361,666	\$846,305	\$41,692,005	\$96,016,496
Department of the Interior	\$28,985,777	\$2,399,318	\$17,645,915	\$2,046,145	\$10,682,620	\$61,759,775
Department of Commerce	\$16,379,781	\$3,421,300	\$25,266,560	\$464,100	\$7,732,750	\$53,264,491
U.S. Army Corps of Engineers	\$10,816,108	\$3,165,294	\$14,860,028	\$1,803,498	\$10,719,740	\$41,364,668
Environmental Protection Agency	\$6,983,824	\$841,411	\$12,020,571	\$522,694	\$16,202,715	\$36,571,215
General Services Administration	\$9,442,747	\$80,506	\$14,717,274	\$350,000	\$6,520,237	\$31,110,764
Federal Emergency Management Agency	\$5,152,700	\$7,600,000	\$7,776,000	\$2,958,200	\$7,500,000	\$30,986,900
Department of Labor	\$10,538,100	\$2,511,000	\$5,000,000	\$0	\$10,389,000	\$28,438,100
Federal Reserve System	\$0	\$16,000,000	\$8,800,000	\$0	\$0	\$24,800,000
Federal Deposit Insurance Corporation	\$12,700	\$4,493,018	\$6,222,881	\$40,109	\$4,280,514	\$15,049,222 <sup>a</sup>
Department of Education	\$6,632,697	\$28,000	\$4,893,663	\$41,848	\$0	\$11,596,208

	FTS 2000 Services	Non-FTS 2000 Long Distance Services	Local Services	Wireless Services	Contract Services	Total
Nuclear Regulatory Commission	\$1,562,816	\$58,134	\$1,992,621	\$166,849	\$7,542,856	\$11,323,276
Department of Housing & Urban Development	\$5,613,378	\$978,690	\$3,733,321	\$165,000	\$522,978	\$11,013,367
Tennessee Valley Authority	\$3,833,805	\$1,048,500	\$2,856,000	\$1,552,000	\$0	\$9,290,305
Small Business Administration	\$5,663,095	\$18,375	\$3,577,245	\$30,729	\$0	\$9,289,444
Agency for International Development	\$19,439	\$3,786,126	\$1,099,934	\$18,919	\$400,104	\$5,324,522
Office of Personnel Management	\$2,220,578	\$0	\$3,070,000	\$0	\$0	\$5,290,578
Smithsonian Institution	\$970,145	\$547,297	\$3,098,839	\$3,000	\$0	\$4,619,281
Peace Corps	\$653,725	\$2,578,208	\$677,896	\$12,953	\$147,732	\$4,070,514
Securities and Exchange Commission	\$1,386,134	\$397,386	\$2,117,937	\$27,111	\$80,127	\$4,008,695
Executive Office of the President	\$561,906	\$201,988	\$2,486,049	\$180,057	\$3,731	\$3,433,732
Federal Communications Commission	\$764,751	\$315,377	\$1,538,314	\$98,133	\$528,638	\$3,245,213
Equal Employment Opportunity Commission	\$1,065,170	\$15,920	\$1,960,136	\$5,868	\$0	\$3,047,094
U.S. Information Agency	\$481,763	\$1,683,419	\$236,189	\$29,301	\$33,351	\$2,464,023
National Labor Relations Board	\$550,890	\$70,940	\$1,179,000	\$2,500	\$75,038	\$1,878,368
National Archives & Records Administration	\$446,745	\$40,699	\$953,547	\$11,603	\$89,834	\$1,542,428
Railroad Retirement Board	\$900,375	\$19,113	\$357,372	\$11,813	\$0	\$1,288,673
National Science Foundation	\$276,672	\$88,611	\$567,922	\$7,025	\$236,868	\$1,177,098
Federal Trade Commission	\$432,683	\$65,876	\$329,581	\$10,135	\$153,000	\$991,275
Panama Canal Commission	\$3,400	\$19,812	\$10,510	\$1,610	\$375	\$35,707
Central Intelligence Agency						
<b>Total:</b>	<b>\$760,696,163</b>	<b>\$378,556,123</b>	<b>\$700,057,653</b>	<b>\$32,646,030</b>	<b>\$511,465,301</b>	<b>\$2,383,421,271</b>

<sup>a</sup> FDIC maintains information on a calendar year rather than a fiscal year.

<sup>b</sup> CIA did not provide FY95 telecommunications costs.

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It is important to note that about 50 percent of the federal organizations responding to our survey had to estimate costs for at least one category of service because actual costs were unknown. Moreover, because organizations did not include complete information in some cases, cost estimates understate actual costs. For example, estimated costs given by the Department of Transportation are understated because these costs do not include operational communications costs paid by the Federal Aviation Administration. Similarly, the Department of Agriculture's cost estimates also understate actual costs because the Department did not include comprehensive cost figures for all the telecommunications services used by some agencies, including the Forest Service and the Food Safety and Inspection Service.

We also obtained fiscal year 1995 FTS 2000 cost information from GSA and compared this with cost information provided by the federal organizations in our survey. According to our survey, 40 federal organizations reported spending a total of about \$761 million on FTS 2000 services.<sup>10</sup> In comparison, GSA information showed that the same 40 federal organizations spent about \$720 million for FTS 2000 services. Our analysis of these differences showed that more than half of these organizations reported different FTS 2000 costs than GSA. In this regard, 18 organizations reported the same FTS 2000 costs as GSA or costs that differed with GSA by less than 1 percent. Another 11 organizations reported costs that differed with GSA by up to 10 percent and 11 more organizations reported cost differences greater than 10 percent.

Of the 11 organizations that reported having differences greater than 10 percent, 3 organizations—including the Federal Emergency Management Agency (FEMA), the Panama Canal Commission, and the Department of Transportation—reported FTS 2000 costs totaling more than twice what GSA reported. The Panama Canal Commission and FEMA were unable to explain the reason for these differences. The Department of Transportation attributed most of the differences to FTS 2000 charges that are billed through the Department of Defense.

Appendix IV shows overall telecommunications costs reported by all federal organizations we surveyed for each one of the five categories of service, and appendix V provides details on each federal organization's response to our survey and GSA's reported costs for FTS 2000 services.

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<sup>10</sup>The Federal Reserve System does not use FTS 2000 and the CIA did not provide FTS 2000 cost information.

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## FTS 2000 Local Access Charges and POTS Contract Costs

Since charges incurred by federal organizations for local access under the FTS 2000 program are not identified separately in pricing information by AT&T and Sprint—the government’s two FTS 2000 service providers—we asked GSA for these costs. The latest information GSA could provide on local access was based on a 1994 analysis which estimated that, generally, as much as 40 to 50 percent of the cost of an FTS 2000 telephone call was for local access. According to the Assistant Commissioner for Service Development, Federal Telecommunications Service, since then the cost of switched voice service on FTS 2000, particularly the cost for network transport, has dropped significantly. As a result, GSA’s 1994 analysis may not represent current local access costs.

Federal organizations also use GSA’s POTS contract to purchase various types of telephone-related equipment and services. For fiscal year 1995, GSA reported that federal organizations spent about \$41 million for telecommunications equipment and services under the GSA POTS contract. Figure 2 shows federal organizations’ reported expenditures under the POTS contract during fiscal year 1995.

Figure 2: Purchase of Telecommunications and Services Contract Costs by Federal Organization

GOVERNMENT ORGANIZATIONS	SALES	SURCHARGE	TOTAL
<b>Executive Branch Departments</b>			
Agriculture	\$1,857,465	\$157,885	\$2,015,350
Commerce	\$2,190,822	\$186,220	\$2,377,042
Defense	\$8,185,300	\$695,755	\$8,881,055
Education	\$1,858,453	\$157,969	\$2,016,422
Energy	\$518,932	\$44,109	\$563,041
Health and Human Services	\$994,644	\$84,544	\$1,079,188
Housing and Urban Development	\$1,215,716	\$103,336	\$1,319,052
Interior	\$1,096,796	\$93,228	\$1,190,024
Justice	\$2,663,441	\$226,393	\$2,889,834
Labor	\$1,108,249	\$94,201	\$1,202,451
State	\$39,791	\$3,382	\$43,173
Transportation	\$523,296	\$44,481	\$567,777
Treasury	\$2,436,546	\$207,109	\$2,643,654
Veterans Affairs	\$2,069,104	\$175,874	\$2,244,978
<b>Subtotal</b>	<b>\$26,758,554</b>	<b>\$2,274,486</b>	<b>\$29,033,040</b>
<b>Agencies/Offices</b>			
ACTION	\$125,967	\$10,707	\$136,675
Consumer Product Safety Commission	\$7,905	\$672	\$8,576
District of Columbia	\$671,015	\$57,036	\$728,051
Environmental Protection Agency	\$44,222	\$3,759	\$47,981
Equal Opportunity Employment Commission	\$25,074	\$2,131	\$27,206
Executive Office of the President	\$65,682	\$5,583	\$71,265
Export-Import Bank of the United States	\$103,183	\$8,771	\$111,954
Federal Communications Commission	\$1,007,701	\$85,655	\$1,093,355
Federal Labor Relations Authority	\$3,197	\$272	\$3,469
Federal Mediation and Conciliation Service	\$50,556	\$4,297	\$54,853
Federal Trade Commission	\$4,346	\$369	\$4,716
General Services Administration	\$3,257,082	\$270,493	\$3,527,575
Interstate Commerce Commission	\$297	\$25	\$322
National Aeronautics and Space Administration	\$13,789	\$1,172	\$14,961

<b>GOVERNMENT ORGANIZATIONS</b>	<b>SALES</b>	<b>SURCHARGE</b>	<b>TOTAL</b>
National Archives and Records Administration	\$29,505	\$2,508	\$32,013
National Credit Union Administration	\$55	\$5	\$60
National Foundation for the Arts and Humanities	\$19,129	\$1,626	\$20,755
National Labor Relations Board	\$186,189	\$15,826	\$202,016
National Science Foundation	\$290,213	\$24,668	\$314,882
Nuclear Regulatory Commission	\$266,188	\$22,626	\$288,814
Office of Personnel Management	\$252,828	\$21,490	\$274,319
Pennsylvania Avenue Development Corporation	\$68	\$6	\$74
Railroad Retirement Board	\$8,958	\$761	\$9,719
Securities and Exchange Commission	\$10,715	\$911	\$11,626
Selective Service System	\$78	\$7	\$84
Small Business Administration	\$175,206	\$14,893	\$190,099
Smithsonian Institution	\$500,524	\$42,544	\$543,068
Social Security Administration	\$104,367	\$8,871	\$113,238
United States Army Corps of Engineers	\$645,365	\$54,856	\$700,221
United States Information Agency	\$220,396	\$18,734	\$239,129
United States International Trade Commission	\$1,050	\$89	\$1,139
United States Postal Service	\$108	\$9	\$117
<b>Subtotal</b>	<b>\$8,090,960</b>	<b>\$681,372</b>	<b>\$8,772,332</b>
<b>Other</b>			
Independent United States Government Agencies	\$165,574	\$14,074	\$179,647
Judicial Branch Agencies/Organizations	\$2,776,680	\$236,019	\$3,012,699
Legislative Branch Agencies/Organizations	\$39,848	\$17,200	\$57,048
State and Local Government Organizations	\$563	\$48	\$611
<b>Subtotal</b>	<b>\$2,982,665</b>	<b>\$267,340</b>	<b>\$3,250,005</b>
<b>TOTAL</b>	<b>\$37,832,178</b>	<b>\$3,223,199</b>	<b>\$41,055,377</b>

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## Agency Comments

We provided a draft of this report to OMB and GSA for comment. An OMB official stated that the report contained very useful information and made a few technical suggestions, which we incorporated as appropriate. GSA had no comments.

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As agreed with your offices, unless you publicly announce the contents of this report earlier, we will not distribute it until 30 days from its issue date. At that time we will send copies to the House Committee on Appropriations; the Administrator, General Services Administration; the Director, Office of Management and Budget; all federal departments and agencies included in this report; and other interested parties. Copies will also be made available to others upon request.

Please contact me at (202) 512-6240 if you or your staff have any questions. Major contributors to this report are listed in appendix VI.



Jack L. Brock, Jr.  
Director, Information Resources  
Management/General Government Issues

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# Contents

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Letter	1
Appendix I Scope and Methodology	16
Appendix II Federal Organizations Surveyed by GAO	19
Appendix III GAO Survey Questionnaire	21
Appendix IV Total Telecommunications Costs for Fiscal Year 1995 by Category of Service	24
Appendix V Detailed Summary of Agency Responses to GAO's Survey and GSA's Reported Costs for FTS 2000 Services	25
Appendix VI Major Contributors to This Report	68

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<b>Glossary</b>	69
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<b>Figures</b>	Figure 1: Fiscal Year 1995 Telecommunications Costs by Federal Organization	6
	Figure 2: Purchase of Telecommunications and Services Contract Costs by Federal Organization	10

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**Abbreviations**

CIA	Central Intelligence Agency
FEMA	Federal Emergency Management Agency
FTS	Federal Telecommunications System
GAO	General Accounting Office
GSA	General Services Administration
POTS	Purchase of Telecommunications and Services
OMB	Office of Management and Budget
SDIS	Switched Digital Integrated Services

# Scope and Methodology

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To identify government agencies' telecommunications services costs, we surveyed 42 federal organizations about their fiscal year 1995 telecommunications expenditures. As agreed with the requesters, our survey included the government's 14 executive branch departments as well as 28 of the largest agencies and organizations—those which employ at least 1000 full-time equivalent staff.

Also as agreed with the requesters, we obtained cost data for five major categories of telecommunications services, which included FTS 2000 services, non-FTS 2000 long-distance services, local telecommunications services, wireless services, and telecommunications support contract services. Under each category of service, we asked that cost information be broken out by specific types of service, such as switched voice and switched data service.

To ensure that our survey was as comprehensive and complete as possible, we researched telecommunications-related materials to identify the specific types of telecommunications services under each major category. This included a thorough review of government telecommunications regulations and guidelines, GSA literature and published reports describing FTS 2000 and non-FTS 2000 services, telephone company and vendor information discussing telecommunications services offered to the federal government, numerous agency reports, and other telecommunications-related documentation and materials.

Based on our research, we prepared a draft questionnaire and a detailed glossary that defined the key telecommunications terminology discussed in our questionnaire. We discussed the content and format of our draft questionnaire with GSA and made modifications based on these discussions to ensure that the (1) terminology was unambiguous and clearly defined and (2) questions included in the questionnaire were relevant and appropriate. We conducted pretests with selected agencies including GSA and the Department of the Interior. Comments obtained during the pretests were used to further refine the content and format of the questionnaire to ensure its effectiveness as a tool for identifying telecommunications services cost information.

We also obtained information from GSA to identify agency charges paid under POTS contracts during fiscal year 1995. Information was not available showing actual FTS 2000 local access charges paid during fiscal year 1995 because FTS 2000 vendors do not distinguish these charges from others in FTS 2000 pricing information. We were able to obtain GSA estimates, based

on a 1994 analysis, showing what percentage of the cost of an FTS 2000 telephone call was for local access. According to the Assistant Commissioner for Service Development, Federal Telecommunications Service, since then the cost of switched voice service on FTS 2000, particularly the cost for network transport, has dropped significantly. As a result, GSA's 1994 analysis may not represent current local access costs.

As agreed with the requesters, we did not independently verify the accuracy of the information provided by the federal organizations. However, we discussed the cost information with each federal organization to confirm that our report presented the information as they provided it to us. We also consulted with them to confirm our understanding of all responses and to discuss and clarify questions we had about the information the organizations had provided.

Although we asked each federal organization to identify its telecommunications costs as either actual or estimated, many organizations did not do so. Therefore, we contacted representatives from each organization to obtain additional information and ask them to describe the cost data they provided in terms of actual costs, estimated costs, or costs that were either incomplete, unavailable, or unknown for each of the five types of telecommunications services covered by our questionnaire. To assist them in describing their data, we developed the following list of categories for the organizations to use. We also used these categories as footnotes in appendix V to note how each federal organization described its data.

- a. The totals for this category of telecommunications service and the breakouts are actual amounts.
- b. The totals for this category of telecommunications service are actual amounts, but the breakouts are estimates.
- c. The totals for this category of telecommunications service show estimates and the breakouts are either estimated, unavailable, or unknown amounts.
- d. The totals for this category of telecommunications service show actual amounts and the breakouts are either unavailable or unknown amounts.
- e. Costs are unavailable or unknown.

In presenting the cost information provided by each department and agency (see appendix V), we also included footnotes as appropriate to describe special circumstances that affected the accuracy and completeness of agency cost data.

We also compared FTS 2000 costs that federal organizations reported on our survey with FTS 2000 cost information from GSA, the billing agent for all the agencies using FTS 2000 services. In doing so, we noted some differences between GSA's FTS 2000 costs and FTS 2000 costs reported by federal organizations and attempted to reconcile these differences with GSA and the respective organizations. Our work was performed in Washington, D.C. We conducted our work from February 1996 through May 1996 in accordance with generally accepted government auditing standards except that we did not independently verify the accuracy of the data that the federal organizations provided to us. We provided a draft of this report to GSA and the Office of Management and Budget for comment. We have incorporated comments as appropriate.

# Federal Organizations Surveyed by GAO

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## Executive Branch Departments

Agriculture  
 Commerce  
 Defense  
 Education  
 Energy  
 Health and Human Services  
 Housing and Urban Development  
 Interior  
 Justice  
 Labor  
 State  
 Transportation  
 Treasury  
 Veterans Affairs

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## Agencies and Other Organizations

Agency for International Development  
 Central Intelligence Agency<sup>1</sup>  
 Environmental Protection Agency  
 Equal Opportunity Employment Commission  
 Executive Office of the President<sup>2</sup>  
 Federal Communications Commission  
 Federal Deposit Insurance Corporation  
 Federal Emergency Management Agency  
 Federal Reserve System  
 Federal Trade Commission  
 General Services Administration  
 National Aeronautics and Space Administration  
 National Archives and Records Administration  
 National Labor Relations Board  
 National Science Foundation  
 Nuclear Regulatory Commission  
 Office of Personnel Management  
 Panama Canal Commission

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<sup>1</sup>As noted earlier, the Central Intelligence Agency reported that it did not spend any money on FTS 2000 services in fiscal year 1995 and would not provide us with the amount it spent on non-FTS 2000 telecommunications services because this information was classified. The CIA further noted that it had already reported information services costs to the congressional appropriations committees in the agency's recent classified budget submissions.

<sup>2</sup>For this survey, the Executive Office of the President provided cost information for the following offices: Council of Economic Advisers; Office of Policy Development; Office of Administration; Office of Science and Technology Policy; White House Office; Office of National Drug Control Policy; Council of Environmental Quality; National Security Council; Office of Management and Budget; United States Trade Representative; Office of the Vice President; and the Vice President's residence.

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**Appendix II**  
**Federal Organizations Surveyed by GAO**

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Peace Corps  
Railroad Retirement Board  
Securities and Exchange Commission  
Small Business Administration  
Smithsonian Institution  
Social Security Administration  
Tennessee Valley Authority  
United States Army Corps of Engineers  
United States Information Agency  
United States Postal Service

# GAO Survey Questionnaire

## United States General Accounting Office Survey of FY 1995 Federal Telecommunications Costs

**As required by Public Law 104-52, Section 629(c) of the 1996 Treasury, Postal Service, and General Government Appropriations Act, the General Accounting Office (GAO) is conducting a government-wide review of Federal telecommunications services.**

As part of this effort, the Chairman and Ranking Minority Member of the Senate Appropriations Subcommittee on Treasury, Postal Service, and General Government asked GAO to obtain information on actual fiscal year 1995 costs on an agency basis for FTS 2000 and non-FTS 2000 telecommunications services. GAO has been asked to report this information no later than May 31, 1996.

**The questions in this survey can be answered by filling in the blanks. We are providing a computer disk with the questionnaire in both WordPerfect 5.2 and Microsoft Word 6.0 formats. It is important that you answer every question and provide actual fiscal year 1995 costs for each category. We realize that there may be some instances where this information is difficult to obtain. In these cases please give your best estimate and annotate the entry with an asterisk (\*) or state that the cost is unknown. For your assistance, attached is a glossary of terms used in the questionnaire.**

We need your completed questionnaire no later than April 30, 1996, so that we can compile and report this information to the Senate Appropriations Subcommittee by May 31, 1996. The return address is:

U.S. General Accounting Office  
Mr. Steve Schwartz, Assistant Director  
441 G Street, NW, Room 4488  
Washington, DC 20548

We are also asking that you provide the name and telephone number of a contact for your Department or agency who can answer any questions we may have regarding your responses on the questionnaire.

Contact for your Department or Agency

Name: _____	Address: _____
Title: _____	_____
Organization: _____	City: _____
_____	State: _____ Zip Code: _____
Telephone: _____	Fax: _____ E-mail: _____

If you have any questions, please contact:

**Civil Departments and Agencies**

**Mark Shaw**  
Voice: (202) 512-6251  
Fax: (202) 512-6450  
E-mail: shawm.aimd@gao.gov

**Defense**

**Frank Deffer**  
Voice: (202) 512-6226  
Fax: (202) 512-6451  
E-mail: defferf.aimd@gao.gov

**Appendix III  
GAO Survey Questionnaire**

Department/Agency: \_\_\_\_\_

Control#: \_\_\_\_\_

1. How much did your agency spend in FY 1995 on **FTS2000 services**? (The FTS2000 Billing Management System Monthly State of Account is a good source.)

**Type of Service**

- a. switched voice (SVS)
    - exclusive \_\_\_\_\_
    - 800 service \_\_\_\_\_
    - FedCard \_\_\_\_\_
    - allocated \_\_\_\_\_
  - b. switched data (SDS) \_\_\_\_\_
  - c. packet switched (PSS)
    - dedicated \_\_\_\_\_
    - dialed \_\_\_\_\_
    - E-Mail \_\_\_\_\_
  - d. video transmission (VTS) \_\_\_\_\_
  - e. switched digital integrated (SDIS) \_\_\_\_\_
  - f. dedicated transmission (DTS) \_\_\_\_\_
  - g. GSA management services (8%) \_\_\_\_\_
  - h. taxes & other adjustments \_\_\_\_\_
- Total FTS2000 services** \_\_\_\_\_

2. How much did your agency spend in FY 1995 on non-FTS 2000 long distance services?

<b>Type of Service</b>	<b>non-FTS2000 long distance</b>	<b>International</b>	<b>Total</b>
a. switched voice & data	_____	_____	_____
b. telephone calling cards	_____	_____	_____
c. dedicated transmission	_____	_____	_____
d. packet switched	_____	_____	_____
e. ISDN	_____	NA	_____
f. video teleconferencing	_____	_____	_____
g. other	_____	_____	_____
(specify .....)	_____	_____	_____
h. taxes & other adjustments	_____	_____	_____
<b>Total non-FTS 2000 services</b>	_____	_____	_____

**Appendix III  
GAO Survey Questionnaire**

Department/Agency: \_\_\_\_\_

Control#: \_\_\_\_\_

3. How much did your agency spend in FY 1995 on local telecommunications services?

Type of Service	GSA provided	non-GSA provided	Total
a. switched voice & data	_____	_____	_____
b. telephone calling cards	_____	_____	_____
c. dedicated transmission	_____	_____	_____
d. packet switched	_____	_____	_____
e. ISDN	_____	_____	_____
f. video teleconferencing	_____	_____	_____
g. voice mail	_____	_____	_____
h. other	_____	_____	_____
(specify .....	_____	_____	_____)
i. taxes & other adjustments	_____	_____	_____
<b>Total local services</b>	_____	_____	_____

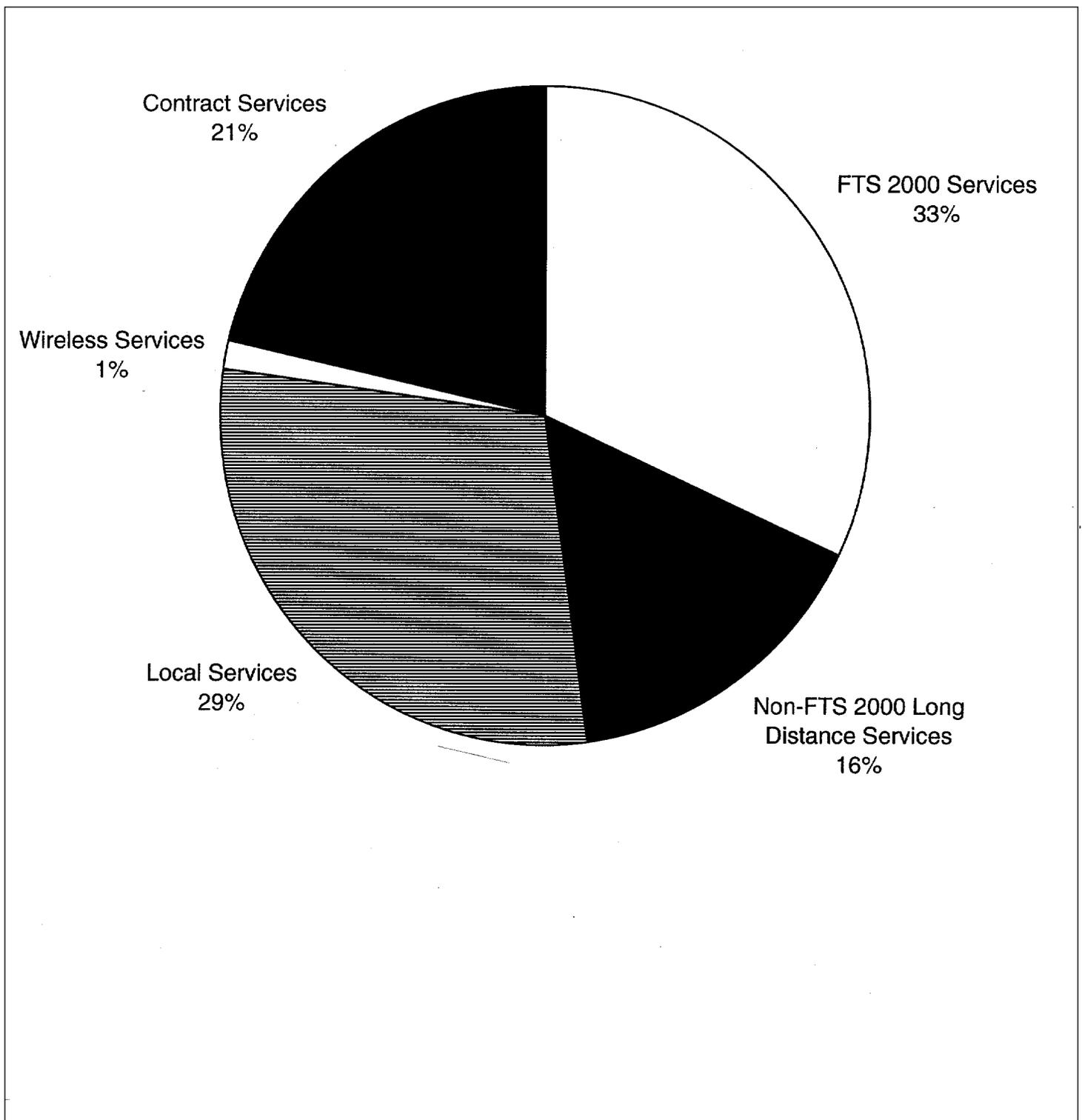
4. How much did your agency spend in FY 1995 on wireless services?

Type of Service	
a. cellular (voice & data)	_____
b. paging	_____
c. other	_____ (specify .....
d. taxes & other adjustments	_____)
<b>Total wireless services</b>	_____

5. How much did your agency spend in FY 1995 on telecommunications support contracts and other telecommunications contract services, including network systems integration and maintenance, network management, and other technical support services?

Type of contract service	GSA Provided	non-GSA Provided	Total
a. Telecommunications Support Contracts	_____	_____	_____
b. other contract services	_____	_____	_____
<b>Total</b>	_____	_____	_____

# Total Telecommunications Costs for Fiscal Year 1995 by Category of Service



# Detailed Summary of Agency Responses to GAO's Survey and GSA's Reported Costs for FTS 2000 Services

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This appendix presents detailed summaries of the fiscal year 1995 telecommunications cost information reported by each federal organization in our survey. Each organization's reported costs are arranged according to the five major types of services—FTS 2000, non-FTS 2000, local, wireless, and support contract. In addition, we included FTS 2000 costs provided by GSA. As noted earlier, the information presented here reflects costs as they were reported by each federal organization and GSA and we did not verify the accuracy of any of this information.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Agency for International Development**

**\$5,324,522**

<b>FTS 2000 Services</b>		Reported by GSA	Reported by Agency
Switched Voice:		\$17,899	\$17,886
Switched Data:		\$0	\$0
Packet Switched:		\$495	\$10
Video Transmission:		\$0	\$0
Switched Digital Integrated:		\$0	\$0
Dedicated Transmission:		\$0	\$0
Taxes and Adjustments:		\$1,573	\$1,543
<b>Total:</b>		<b>\$19,967</b>	<b>\$19,439</b> <sup>a,h</sup>

<b>Non-FTS 2000 Services</b>		Long Distance	International	Total
Switched Voice and Data:		\$0	\$3,667,761	\$3,667,761
Telephone Calling Cards:		\$0	\$64,940	\$64,940
Dedicated Transmission:		\$53,426	\$0	\$53,426
Packet Switched:		\$0	\$0	\$0
ISDN:		\$0	\$0	\$0
Video Teleconferencing:		\$0	\$0	\$0
Other:		\$0	\$0	\$0
Taxes and Adjustments:		\$0	\$0	\$0
<b>Total:</b>		<b>\$53,426</b>	<b>\$3,732,701</b>	<b>\$3,786,126</b> <sup>c</sup>

<b>Local Services</b>		GSA Provided	Non-GSA	Total
Switched Voice and Data:		\$0	\$954,156	\$954,156
Telephone Calling Cards:		\$0	\$0	\$0
Dedicated Transmission:		\$0	\$145,778	\$145,778
Packet Switched:		\$0	\$0	\$0
ISDN:		\$0	\$0	\$0
Video Teleconferencing:		\$0	\$0	\$0
Voice Mail:		\$0	\$0	\$0
Other:		\$0	\$0	\$0
Taxes and Adjustments:		\$0	\$0	\$0
<b>Total:</b>		<b>\$0</b>	<b>\$1,099,934</b>	<b>\$1,099,934</b> <sup>c,h</sup>

<b>Wireless Services</b>			
Cellular (voice and data):			\$9,859
Paging:			\$9,060
Other:			\$0
Taxes and Adjustments:			\$0
<b>Total:</b>			<b>\$18,919</b> <sup>a</sup>

<b>Support Contract Services</b>		GSA Provided	Non-GSA	Total
Telecommunications Support Contracts:		\$0	\$400,104	\$400,104
Other Contract Services:		\$0	\$0	\$0
<b>Total:</b>		<b>\$0</b>	<b>\$400,104</b>	<b>\$400,104</b> <sup>c,h</sup>

(a) The totals and breakouts are actual amounts. (c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts.  
(h) Does not include costs for AID's use of State's Telephone Network.



**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Department of Agriculture**

**\$114,245,357**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$23,775,179	\$23,095,471
Switched Data:	\$97,476	\$97,450
Packet Switched:	\$12,719,993	\$12,678,584
Video Transmission:	\$297,111	\$297,025
Switched Digital Integrated:	\$129,339	\$67,000
Dedicated Transmission:	\$1,612,966	\$1,612,050
Taxes and Adjustments:	\$2,498,735	\$3,283,220
<b>Total:</b>	<b>\$41,130,800</b>	<b>\$41,130,800<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$4,525,744	\$729,387	\$5,255,131
Telephone Calling Cards:	\$0	\$18,107	\$18,107
Dedicated Transmission:	\$10,956	\$0	\$10,956
Packet Switched:	\$3,768	\$238,860	\$242,628
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$7,059,502	\$201,359	\$7,260,861
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$11,599,970</b>	<b>\$1,187,713</b>	<b>\$12,787,683<sup>c,q</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$13,017,268	\$24,558,246	\$37,575,514
Telephone Calling Cards:	\$0	\$9,611	\$9,611
Dedicated Transmission:	\$24,000	\$57,670	\$81,670
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$49,864	\$49,864
Video Teleconferencing:	\$0	\$17,171	\$17,171
Voice Mail:	\$1,680	\$2,335,117	\$2,336,797
Other:	\$1,030,642	\$281,079	\$1,311,721
Taxes and Adjustments:	\$13,735	\$1,613	\$15,348
<b>Total:</b>	<b>\$14,087,325</b>	<b>\$27,310,371</b>	<b>\$41,397,696<sup>c,q</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$343,516	
Paging:	\$26,840	
Other:	\$14,000	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$384,356<sup>c,q</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$301,864	\$17,480,512	\$17,782,376
Other Contract Services:	\$595,116	\$167,330	\$762,446
<b>Total:</b>	<b>\$896,980</b>	<b>\$17,647,842</b>	<b>\$18,544,822<sup>c,q</sup></b>

(a) The totals and breakouts are actual amounts. (c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts.  
(q) All USDA agencies did not provide complete costs for this category.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Department of Commerce**

**\$53,264,491**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$7,709,727	\$7,695,221
Switched Data:	\$237,121	\$252,249
Packet Switched:	\$1,767,453	\$1,742,809
Video Transmission:	\$267,661	\$253,887
Switched Digital Integrated:	\$36,563	\$36,036
Dedicated Transmission:	\$5,131,349	\$5,046,609
Taxes and Adjustments:	\$1,292,899	\$1,352,970
<b>Total:</b>	<b>\$16,442,774</b>	<b>\$16,379,781<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$437,850	\$1,047,900	\$1,485,750
Telephone Calling Cards:	\$0	\$365,050	\$365,050
Dedicated Transmission:	\$452,400	\$405,000	\$857,400
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$675,000	\$675,000
Taxes and Adjustments:	\$17,800	\$20,300	\$38,100
<b>Total:</b>	<b>\$908,050</b>	<b>\$2,513,250</b>	<b>\$3,421,300<sup>c</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$10,330,250	\$12,615,400	\$22,945,650
Telephone Calling Cards:	\$0	\$7,700	\$7,700
Dedicated Transmission:	\$0	\$879,200	\$879,200
Packet Switched:	\$0	\$1,960	\$1,960
ISDN:	\$47,900	\$890,750	\$938,650
Video Teleconferencing:	\$0	\$38,000	\$38,000
Voice Mail:	\$135,600	\$196,350	\$331,950
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$123,450	\$123,450
<b>Total:</b>	<b>\$10,513,750</b>	<b>\$14,752,810</b>	<b>\$25,266,560<sup>c</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$276,850	
Paging:	\$169,400	
Other:	\$0	
Taxes and Adjustments:	\$17,850	
<b>Total:</b>	<b>\$464,100<sup>c</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$2,602,000	\$4,563,300	\$7,165,300
Other Contract Services:	\$0	\$567,450	\$567,450
<b>Total:</b>	<b>\$2,602,000</b>	<b>\$5,130,750</b>	<b>\$7,732,750<sup>c</sup></b>

(a) The totals and breakouts are actual amounts. (c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Department of Defense**

**\$432,612,566**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$89,598,472	\$103,538,203
Switched Data:	\$1,998,368	\$2,000,344
Packet Switched:	\$1,980,054	\$2,018,976
Video Transmission:	\$129,192	\$729,497
Switched Digital Integrated:	\$593,893	\$649,118
Dedicated Transmission:	\$36,056,144	\$39,781,142
Taxes and Adjustments:	\$12,454,531	\$12,887,347
<b>Total:</b>	<b>\$142,810,653</b>	<b>\$161,604,627<sup>c,u</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$89,330,300	\$8,623,275	\$97,953,575
Telephone Calling Cards:	\$1,007,180	\$574,566	\$1,581,746
Dedicated Transmission:	\$15,626,769	\$8,472,800	\$24,099,569
Packet Switched:	\$3,436,055	\$12,558	\$3,448,613
ISDN:	\$291,058	\$51,176	\$342,234
Video Teleconferencing:	\$3,490,417	\$1,246	\$3,491,663
Other:	\$9,665,327	\$10,110,245	\$19,775,572
Taxes and Adjustments:	\$58,059	\$1,485	\$59,544
<b>Total:</b>	<b>\$122,905,165</b>	<b>\$27,847,351</b>	<b>\$150,752,516<sup>c</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$11,918,789	\$45,557,178	\$57,475,967
Telephone Calling Cards:	\$861	\$245,880	\$246,741
Dedicated Transmission:	\$384,207	\$5,243,811	\$5,628,018
Packet Switched:	\$106	\$9,082	\$9,188
ISDN:	\$68,996	\$441,818	\$510,814
Video Teleconferencing:	\$47	\$361,889	\$361,936
Voice Mail:	\$41,723	\$308,285	\$350,008
Other:	\$974,047	\$3,235,385	\$4,209,432
Taxes and Adjustments:	\$35	\$47,653	\$47,688
<b>Total:</b>	<b>\$13,388,811</b>	<b>\$55,450,981</b>	<b>\$68,839,792<sup>c</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$2,623,148	
Paging:	\$1,738,049	
Other:	\$369,526	
Taxes and Adjustments:	\$1,252	
<b>Total:</b>	<b>\$4,731,975<sup>c</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$4,538,238	\$31,029,551	\$35,567,789
Other Contract Services:	\$939,385	\$10,176,482	\$11,115,867
<b>Total:</b>	<b>\$5,477,623</b>	<b>\$41,206,033</b>	<b>\$46,683,656<sup>c</sup></b>

(c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts. (u) Some components of DoD are not required to use FTS 2000.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Department of Education**

**\$11,596,208**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$3,310,908	\$5,245,513
Switched Data:	\$153,314	\$153,314
Packet Switched:	\$40,411	\$40,412
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$42,251	\$42,251
Dedicated Transmission:	\$743,055	\$743,055
Taxes and Adjustments:	\$409,600	\$408,152
<b>Total:</b>	<b>\$4,699,540</b>	<b>\$6,632,697<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$0	\$28,000	\$28,000
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$28,000</b>	<b>\$28,000<sup>a</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$4,365,000	\$527,753	\$4,892,753
Telephone Calling Cards:	\$0	\$910	\$910
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$4,365,000</b>	<b>\$528,663</b>	<b>\$4,893,663<sup>a</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$24,173	
Paging:	\$17,675	
Other:	\$0	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$41,848<sup>a</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$0	\$0	\$0
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0<sup>a</sup></b>

(a) The totals and breakouts are actual amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Department of Energy**

**\$145,167,615**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$11,128,441	\$11,355,280
Switched Data:	\$383,452	\$0
Packet Switched:	\$545,993	\$149,066
Video Transmission:	\$1,955,370	\$870,528
Switched Digital Integrated:	\$126,500	\$0
Dedicated Transmission:	\$9,015,420	\$10,780,302
Taxes and Adjustments:	\$1,173,150	\$3,091,129
<b>Total:</b>	<b>\$24,328,325</b>	<b>\$26,246,305<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$2,662,124	\$973,632	\$3,635,756
Telephone Calling Cards:	\$443,131	\$425,786	\$868,917
Dedicated Transmission:	\$3,131,004	\$116,000	\$3,247,004
Packet Switched:	\$64,928	\$0	\$64,928
ISDN:	\$89,014	\$0	\$89,014
Video Teleconferencing:	\$1,190,887	\$5,000	\$1,195,887
Other:	\$76,822	\$0	\$76,822
Taxes and Adjustments:	\$68,327	\$5,432	\$73,759
<b>Total:</b>	<b>\$7,726,237</b>	<b>\$1,525,850</b>	<b>\$9,252,087<sup>a</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$2,807,918	\$29,576,964	\$32,384,882
Telephone Calling Cards:	\$0	\$58,556	\$58,556
Dedicated Transmission:	\$281,600	\$7,406,796	\$7,688,396
Packet Switched:	\$0	\$74,700	\$74,700
ISDN:	\$144,000	\$2,194,533	\$2,338,533
Video Teleconferencing:	\$0	\$64,056	\$64,056
Voice Mail:	\$0	\$685,003	\$685,003
Other:	\$0	\$2,083,390	\$2,083,390
Taxes and Adjustments:	\$0	\$107,593	\$107,593
<b>Total:</b>	<b>\$3,233,518</b>	<b>\$42,251,591</b>	<b>\$45,485,109<sup>a</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$3,767,640	
Paging:	\$1,429,399	
Other:	\$197,385	
Taxes and Adjustments:	\$16,963	
<b>Total:</b>	<b>\$5,411,387<sup>a</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$1,315,947	\$37,756,512	\$39,072,459
Other Contract Services:	\$189,010	\$19,511,258	\$19,700,268
<b>Total:</b>	<b>\$1,504,957</b>	<b>\$57,267,770</b>	<b>\$58,772,727<sup>a</sup></b>

(a) The totals and breakouts are actual amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Department of Health and Human Services**

**\$124,173,694**

<b>FTS 2000 Services</b>			
	Reported by GSA	Reported by Agency	
Switched Voice:	\$16,904,900	\$21,494,509	
Switched Data:	\$443,777	\$574,916	
Packet Switched:	\$3,820,391	\$4,195,089	
Video Transmission:	\$420,360	\$152,538	
Switched Digital Integrated:	\$109,892	\$162,764	
Dedicated Transmission:	\$3,149,043	\$3,864,268	
Taxes and Adjustments:	\$2,167,590	\$2,225,413	
<b>Total:</b>	<b>\$27,015,955</b>	<b>\$32,669,496</b>	<sup>a</sup>

<b>Non-FTS 2000 Services</b>			
	Long Distance	International	Total
Switched Voice and Data:	\$1,000,222	\$1,831,559	\$2,831,781
Telephone Calling Cards:	\$46,215	\$197,710	\$243,925
Dedicated Transmission:	\$8,145,537	\$0	\$8,145,537
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$40,552	\$1,297	\$41,849
Other:	\$44,000	\$0	\$44,000
Taxes and Adjustments:	\$2,949	\$0	\$2,949
<b>Total:</b>	<b>\$9,279,474</b>	<b>\$2,030,566</b>	<b>\$11,310,040</b>

<b>Local Services</b>			
	GSA Provided	Non-GSA	Total
Switched Voice and Data:	\$3,819,599	\$17,122,217	\$20,941,815
Telephone Calling Cards:	\$1,830	\$13,566	\$15,396
Dedicated Transmission:	\$32,400	\$2,403,213	\$2,435,613
Packet Switched:	\$0	\$3,000,000	\$3,000,000
ISDN:	\$0	\$29,855	\$29,855
Video Teleconferencing:	\$0	\$14,099	\$14,099
Voice Mail:	\$0	\$381,795	\$381,795
Other:	\$0	\$1,971,457	\$1,971,457
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$3,853,829</b>	<b>\$24,936,201</b>	<b>\$28,790,029</b>

<b>Wireless Services</b>		
Cellular (voice and data):		\$325,097
Paging:		\$316,977
Other:		\$0
Taxes and Adjustments:		\$0
<b>Total:</b>		<b>\$642,074</b>

<b>Support Contract Services</b>			
	GSA Provided	Non-GSA	Total
Telecommunications Support Contracts:	\$0	\$9,094,448	\$9,094,448
Other Contract Services:	\$0	\$41,667,606	\$41,667,606
<b>Total:</b>	<b>\$0</b>	<b>\$50,762,054</b>	<b>\$50,762,054</b>

(a) The totals and breakouts are actual amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Department of Housing & Urban Development**

**\$11,013,367**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$3,375,819	\$3,375,819
Switched Data:	\$0	\$0
Packet Switched:	\$439,629	\$439,629
Video Transmission:	\$150	\$150
Switched Digital Integrated:	\$0	\$0
Dedicated Transmission:	\$1,268,910	\$1,268,910
Taxes and Adjustments:	\$528,868	\$528,869
<b>Total:</b>	<b>\$5,613,377</b>	<b>\$5,613,378<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$778,690	\$0	\$778,690
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$200,000	\$0	\$200,000
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$978,690</b>	<b>\$0</b>	<b>\$978,690<sup>c</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$3,360,954	\$249,355	\$3,610,309
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$0	\$0
Other:	\$0	\$123,012	\$123,012
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$3,360,954</b>	<b>\$372,367</b>	<b>\$3,733,321<sup>a</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$115,000	
Paging:	\$50,000	
Other:	\$0	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$165,000<sup>a</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$0	\$522,978	\$522,978
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$522,978</b>	<b>\$522,978<sup>a</sup></b>

(a) The totals and breakouts are actual amounts. (c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Department of the Interior**

**\$61,759,775**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$16,209,779	\$16,209,777
Switched Data:	\$658,457	\$658,458
Packet Switched:	\$3,246,422	\$3,246,422
Video Transmission:	\$273,889	\$273,889
Switched Digital Integrated:	\$78,873	\$78,874
Dedicated Transmission:	\$6,327,583	\$6,327,584
Taxes and Adjustments:	\$2,190,773	\$2,190,773
<b>Total:</b>	<b>\$28,985,777</b>	<b>\$28,985,777<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$1,710,643	\$261,032	\$1,971,675
Telephone Calling Cards:	\$38,754	\$37,057	\$75,811
Dedicated Transmission:	\$304,025	\$5,479	\$309,504
Packet Switched:	\$0	\$0	\$0
ISDN:	\$17,908	\$0	\$17,908
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$21,210	\$3,210	\$24,420
<b>Total:</b>	<b>\$2,092,540</b>	<b>\$306,778</b>	<b>\$2,399,318<sup>c</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$8,631,026	\$6,931,917	\$15,562,943
Telephone Calling Cards:	\$54,020	\$31,818	\$85,838
Dedicated Transmission:	\$900	\$934,572	\$935,472
Packet Switched:	\$475	\$10,371	\$10,846
ISDN:	\$14,400	\$45,500	\$59,900
Video Teleconferencing:	\$175,765	\$0	\$175,765
Voice Mail:	\$39,790	\$677,386	\$717,176
Other:	\$5,488	\$22,418	\$27,906
Taxes and Adjustments:	\$3,629	\$66,440	\$70,069
<b>Total:</b>	<b>\$8,925,493</b>	<b>\$8,720,422</b>	<b>\$17,645,915<sup>c</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$1,764,675	
Paging:	\$241,770	
Other:	\$0	
Taxes and Adjustments:	\$39,700	
<b>Total:</b>	<b>\$2,046,145<sup>c</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$2,237,353	\$7,608,052	\$9,845,405
Other Contract Services:	\$1,860	\$835,355	\$837,215
<b>Total:</b>	<b>\$2,239,213</b>	<b>\$8,443,407</b>	<b>\$10,682,620<sup>c</sup></b>

(a) The totals and breakouts are actual amounts. (c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Department of Justice**

**\$122,515,576**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$39,773,000	\$0
Switched Data:	\$502,406	\$0
Packet Switched:	\$10,284,855	\$0
Video Transmission:	\$25,230	\$0
Switched Digital Integrated:	\$52,708	\$0
Dedicated Transmission:	\$16,005,768	\$0
Taxes and Adjustments:	\$5,881,409	\$0
<b>Total:</b>	<b>\$72,525,377</b>	<b>\$62,268,788 <sup>c</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$0	\$0	\$0
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$12,103,519 <sup>c</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$0	\$0	\$0
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$38,348,895 <sup>c</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$0	
Paging:	\$0	
Other:	\$0	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$4,853,149 <sup>c</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$0	\$0	\$0
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$4,941,225 <sup>c</sup></b>

(c) The total are estimates and the breakouts are estimated, unavailable, or unknown amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Department of Labor**

**\$28,438,100**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$7,741,325	\$7,560,000
Switched Data:	\$5,254	\$4,900
Packet Switched:	\$351,330	\$351,000
Video Transmission:	\$515	\$0
Switched Digital Integrated:	\$5,200	\$5,200
Dedicated Transmission:	\$1,687,363	\$1,688,000
Taxes and Adjustments:	\$949,132	\$929,000
<b>Total:</b>	<b>\$10,740,120</b>	<b>\$10,538,100 <sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$0	\$0	\$0
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$2,511,000 <sup>c,n</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$0	\$0	\$0
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$5,000,000</b>	<b>\$0</b>	<b>\$5,000,000 <sup>c</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$0	
Paging:	\$0	
Other:	\$0	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$0 <sup>n</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$589,000	\$0	\$589,000
Other Contract Services:	\$1,800,000	\$8,000,000	\$9,800,000
<b>Total:</b>	<b>\$2,389,000</b>	<b>\$8,000,000</b>	<b>\$10,389,000 <sup>c</sup></b>

(c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts. (n) Cellular costs included with Non-FTS 2000 Services.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Department of State**

**\$96,172,741**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$1,149,647	\$1,144,938
Switched Data:	\$0	\$0
Packet Switched:	\$301,777	\$295,303
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$29,338	\$29,954
Dedicated Transmission:	\$662,761	\$668,096
Taxes and Adjustments:	\$222,379	\$209,893
<b>Total:</b>	<b>\$2,365,902</b>	<b>\$2,348,184</b> <sup>a,v</sup>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$10,000	\$11,760,662	\$11,770,662
Telephone Calling Cards:	\$0	\$147,261	\$147,261
Dedicated Transmission:	\$400,332	\$36,276,260	\$36,676,592
Packet Switched:	\$0	\$300,300	\$300,300
ISDN:	\$0	\$568,170	\$568,170
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$4,253,023	\$4,253,023
Taxes and Adjustments:	\$0	\$80,789	\$80,789
<b>Total:</b>	<b>\$410,332</b>	<b>\$53,386,465</b>	<b>\$53,796,797</b> <sup>c,j</sup>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$773,196	\$4,040,339	\$4,813,535
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$1,422,369	\$1,422,369
Packet Switched:	\$0	\$81,946	\$81,946
ISDN:	\$3,042	\$0	\$3,042
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$400	\$121,864	\$122,264
Other:	\$3,432	\$0	\$3,432
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$780,070</b>	<b>\$5,666,518</b>	<b>\$6,446,588</b> <sup>c,j,v</sup>

<b>Wireless Services</b>		
Cellular (voice and data):	\$358,463	
Paging:	\$17,790	
Other:	\$0	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$376,253</b>	<sup>c,j</sup>

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$0	\$31,043,213	\$31,043,213
Other Contract Services:	\$0	\$2,161,704	\$2,161,704
<b>Total:</b>	<b>\$0</b>	<b>\$33,204,918</b>	<b>\$33,204,918</b> <sup>c,j,v</sup>

(a) The totals and breakouts are actual amounts. (c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts. (v) Includes costs for AID's use of State's Telephone Network. (j) Does not include expenditures for all State components.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Department of Transportation**

**\$96,016,496**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$11,897,636	\$20,427,578
Switched Data:	\$82,433	\$3,475,603
Packet Switched:	\$2,382,898	\$2,957,730
Video Transmission:	\$111,199	\$1,703,382
Switched Digital Integrated:	\$60,718	\$178,943
Dedicated Transmission:	\$562,534	\$3,128,541
Taxes and Adjustments:	\$1,363,210	\$3,006,417
<b>Total:</b>	<b>\$16,460,629</b>	<b>\$34,878,194</b> <sup>c,l</sup>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$633,733	\$266,610	\$900,343
Telephone Calling Cards:	\$284,579	\$52,555	\$337,134
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$160	\$689	\$849
<b>Total:</b>	<b>\$918,472</b>	<b>\$319,854</b>	<b>\$1,238,326</b> <sup>c,g</sup>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$12,649,912	\$4,086,796	\$16,736,708
Telephone Calling Cards:	\$7,914	\$0	\$7,914
Dedicated Transmission:	\$13,470	\$78,920	\$92,390
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$10,089	\$10,089
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$23,514	\$7,893	\$31,407
Other:	\$464,165	\$18,059	\$482,224
Taxes and Adjustments:	\$0	\$934	\$934
<b>Total:</b>	<b>\$13,158,975</b>	<b>\$4,202,691</b>	<b>\$17,361,666</b> <sup>c,g</sup>

<b>Wireless Services</b>		
Cellular (voice and data):	\$567,737	
Paging:	\$276,918	
Other:	\$393	
Taxes and Adjustments:	\$1,257	
<b>Total:</b>	<b>\$846,305</b> <sup>c,g</sup>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$64,611	\$41,381,145	\$41,445,756
Other Contract Services:	\$0	\$246,249	\$246,249
<b>Total:</b>	<b>\$64,611</b>	<b>\$41,627,394</b>	<b>\$41,692,005</b> <sup>c,g</sup>

(c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts. (l) This includes about \$1.5 million paid through a working capital fund that may have been counted twice, and any remaining difference is billed FAA by DoD. (g) Significant costs are not included in DOT's total. Air traffic control operational costs and U.S. Coast Guard telecommunications are not included because breakouts are unknown or unavailable.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Department of Treasury**

**\$308,049,178**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$81,535,875	\$81,535,873
Switched Data:	\$291,213	\$291,213
Packet Switched:	\$736,842	\$736,809
Video Transmission:	\$3,517,939	\$3,517,939
Dedicated Digital Integrated:	\$237,096	\$237,096
Dedicated Transmission:	\$22,313,707	\$22,313,707
Taxes and Adjustments:	\$9,316,968	\$9,500,054
<b>Total:</b>	<b>\$117,949,640</b>	<b>\$118,132,691<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$1,179,767	\$162,930	\$1,342,697
Telephone Calling Cards:	\$25,843	\$50,271	\$76,114
Dedicated Transmission:	\$4,080,837	\$0	\$4,080,837
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$2,771,278	\$0	\$2,771,278
Taxes and Adjustments:	\$274,692	\$0	\$274,692
<b>Total:</b>	<b>\$8,332,417</b>	<b>\$213,201</b>	<b>\$8,545,618<sup>a</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$2,570,858	\$5,348,661	\$7,919,519
Telephone Calling Cards:	\$1,431,243	\$0	\$1,431,243
Dedicated Transmission:	\$1,585,335	\$209,999	\$1,795,334
Packet Switched:	\$0	\$0	\$0
ISDN:	\$14,235,027	\$24,338,307	\$38,573,334
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$766	\$2,105,757	\$2,106,523
Other:	\$64,550,081	\$0	\$64,550,081
Taxes and Adjustments:	\$0	\$1,051	\$1,051
<b>Total:</b>	<b>\$84,373,310</b>	<b>\$32,003,775</b>	<b>\$116,377,085<sup>a</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):		\$615,331
Paging:		\$308,843
Other:		\$1,092,681
Taxes and Adjustments:		\$216
<b>Total:</b>		<b>\$2,017,071<sup>a</sup></b>

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$514,211	\$57,040,726	\$57,554,937
Other Contract Services:	\$33,768	\$5,388,008	\$5,421,776
<b>Total:</b>	<b>\$547,979</b>	<b>\$62,428,734</b>	<b>\$62,976,713<sup>a</sup></b>

(a) The totals and breakouts are actual amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Department of Veterans Affairs**

**\$121,809,311**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$25,076,847	\$25,076,847
Switched Data:	\$57,563	\$57,563
Packet Switched:	\$9,268	\$9,268
Video Transmission:	\$775	\$3,442
Switched Digital Integrated:	\$47,393	\$194,178
Dedicated Transmission:	\$2,615,323	\$2,465,871
Taxes and Adjustments:	\$2,385,013	\$2,385,013
<b>Total:</b>	<b>\$30,192,183</b>	<b>\$30,192,183<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$4,032,476	\$8,004	\$4,040,480
Telephone Calling Cards:	\$4,948	\$0	\$4,948
Dedicated Transmission:	\$626,480	\$0	\$626,480
Packet Switched:	\$6,687,649	\$0	\$6,687,649
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$150,000	\$0	\$150,000
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$11,501,553</b>	<b>\$8,004</b>	<b>\$11,509,557<sup>a</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$18,752,460	\$27,880,821	\$46,633,281
Telephone Calling Cards:	\$0	\$38,266	\$38,266
Dedicated Transmission:	\$59,475	\$29,900	\$89,375
Packet Switched:	\$782	\$25,623,000	\$25,623,782
ISDN:	\$24,729	\$0	\$24,729
Video Teleconferencing:	\$0	\$50,000	\$50,000
Voice Mail:	\$39,645	\$112,379	\$152,024
Other:	\$55,209	\$109,986	\$165,195
Taxes and Adjustments:	\$5,803	\$29,216	\$35,019
<b>Total:</b>	<b>\$18,938,103</b>	<b>\$53,873,568</b>	<b>\$72,811,671<sup>a</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$565,173	
Paging:	\$531,916	
Other:	\$201,165	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$1,298,254<sup>a</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$3,297,278	\$1,028,106	\$4,325,384
Other Contract Services:	\$1,536,962	\$135,300	\$1,672,262
<b>Total:</b>	<b>\$4,834,240</b>	<b>\$1,163,406</b>	<b>\$5,997,646<sup>a</sup></b>

(a) The totals and breakouts are actual amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Environmental Protection Agency**

**\$36,571,215**

<b>FTS 2000 Services</b>		
	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$4,351,471	\$4,351,471
Switched Data:	\$597	\$597
Packet Switched:	\$92,669	\$92,669
Video Transmission:	\$78,516	\$78,516
Switched Digital Integrated:	\$12,261	\$12,261
Dedicated Transmission:	\$1,941,663	\$1,941,663
Taxes and Adjustments:	\$506,646	\$506,646
<b>Total:</b>	<b>\$6,983,824</b>	<b>\$6,983,824<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>			
	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$139,936	\$560,610	\$700,546
Telephone Calling Cards:	\$21,953	\$63,133	\$85,086
Dedicated Transmission:	\$29,650	\$12,050	\$41,700
Packet Switched:	\$0	\$3,040	\$3,040
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$11,039	\$0	\$11,039
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$202,577</b>	<b>\$638,833</b>	<b>\$841,411<sup>a</sup></b>

<b>Local Services</b>			
	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$10,137,982	\$1,089,416	\$11,227,398
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$403,298	\$403,298
Packet Switched:	\$0	\$0	\$0
ISDN:	\$81,845	\$21,842	\$103,687
Video Teleconferencing:	\$0	\$1,000	\$1,000
Voice Mail:	\$12,700	\$243,111	\$255,811
Other:	\$0	\$29,378	\$29,378
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$10,232,527</b>	<b>\$1,788,044</b>	<b>\$12,020,571<sup>a</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$392,743	
Paging:	\$129,950	
Other:	\$0	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$522,694<sup>a</sup></b>	

<b>Support Contract Services</b>			
	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$275,000	\$15,723,819	\$15,998,819
Other Contract Services:	\$0	\$203,896	\$203,896
<b>Total:</b>	<b>\$275,000</b>	<b>\$15,927,715</b>	<b>\$16,202,715<sup>a</sup></b>

(a) The totals and breakouts are actual amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Equal Employment Opportunity Commission**

**\$3,047,094**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$886,523	\$947,527
Switched Data:	\$0	\$0
Packet Switched:	\$247	\$247
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$0	\$0
Dedicated Transmission:	\$0	\$0
Taxes and Adjustments:	\$91,675	\$117,396
<b>Total:</b>	<b>\$978,444</b>	<b>\$1,065,170 <sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$15,920	\$0	\$15,920
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$15,920</b>	<b>\$0</b>	<b>\$15,920 <sup>a</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$1,665,687	\$273,580	\$1,939,267
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$4,560	\$4,560
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$16,309	\$16,309
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$1,665,687</b>	<b>\$294,449</b>	<b>\$1,960,136 <sup>b</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$2,499	
Paging:	\$3,369	
Other:	\$0	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$5,868 <sup>b</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$0	\$0	\$0
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0 <sup>a</sup></b>

(a) The totals and breakouts are actual amounts. (b) The totals are actual amounts, but the breakouts are estimates.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Executive Office of the President**

**\$3,433,732**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$644,689	\$0
Switched Data:	\$0	\$0
Packet Switched:	\$0	\$0
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$0	\$0
Dedicated Transmission:	\$0	\$0
Taxes and Adjustments:	\$60,829	\$0
<b>Total:</b>	<b>\$705,518</b>	<b>\$561,906</b> d,o,r

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$0	\$0	\$0
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$201,988</b>	<b>\$201,988</b> c,w

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$0	\$0	\$0
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$78,600</b>	<b>\$2,407,449</b>	<b>\$2,486,049</b> d,w

<b>Wireless Services</b>		
Cellular (voice and data):	\$116,419	
Paging:	\$63,638	
Other:	\$0	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$180,057</b> a	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$0	\$3,731	\$3,731
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$3,731</b>	<b>\$3,731</b> a

(a) The totals and breakouts are actual amounts. (c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts. (d) The totals are actuals, but the breakouts are unknown or unavailable. (o) According to EOP, the GSA FTS 2000 reported costs include a number of other organizations not included in the EOP reported total such as the H.S. Truman Scholarship Foundation and the Office of Consumer Affairs. (r) See appendix II for a list of organizations included in EOP's response. (w) Non-FTS Long Distance costs included in Local Services.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Federal Communications Commission**

**\$3,245,213**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$470,344	\$470,344
Switched Data:	\$20,292	\$20,292
Packet Switched:	\$75,548	\$75,548
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$7,167	\$7,167
Dedicated Transmission:	\$164,322	\$164,322
Taxes and Adjustments:	\$27,078	\$27,078
<b>Total:</b>	<b>\$764,751</b>	<b>\$764,751<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$82,753	\$184,494	\$267,247
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$48,130	\$0	\$48,130
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$130,883</b>	<b>\$184,494</b>	<b>\$315,377<sup>c</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$492,000	\$0	\$492,000
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$48,130	\$48,130
Packet Switched:	\$0	\$0	\$0
ISDN:	\$524,084	\$422,400	\$946,484
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$51,700	\$0	\$51,700
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$1,067,784</b>	<b>\$470,530</b>	<b>\$1,538,314<sup>c</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$86,238	
Paging:	\$11,895	
Other:	\$0	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$98,133<sup>c</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$0	\$528,638	\$528,638
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$528,638</b>	<b>\$528,638<sup>c</sup></b>

(a) The totals and breakouts are actual amounts. (c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Federal Deposit Insurance Corporation**

**\$15,049,222**

<b>FTS 2000 Services</b>		Reported by GSA	Reported by Agency
Switched Voice:		\$0	\$0
Switched Data:		\$0	\$0
Packet Switched:		\$11,328	\$12,700
Video Transmission:		\$0	\$0
Switched Digital Integrated:		\$0	\$0
Dedicated Transmission:		\$0	\$0
Taxes and Adjustments:		\$906	\$0
<b>Total:</b>		<b>\$12,235</b>	<b>\$12,700<sup>i</sup></b>

<b>Non-FTS 2000 Services</b>		Long Distance	International	Total
Switched Voice and Data:		\$2,460,000	\$1,018	\$2,461,018
Telephone Calling Cards:		\$0	\$0	\$0
Dedicated Transmission:		\$1,477,000	\$0	\$1,477,000
Packet Switched:		\$555,000	\$0	\$555,000
ISDN:		\$0	\$0	\$0
Video Teleconferencing:		\$0	\$0	\$0
Other:		\$0	\$0	\$0
Taxes and Adjustments:		\$0	\$0	\$0
<b>Total:</b>		<b>\$4,492,000</b>	<b>\$1,018</b>	<b>\$4,493,018<sup>i</sup></b>

<b>Local Services</b>		GSA Provided	Non-GSA	Total
Switched Voice and Data:		\$0	\$6,087,381	\$6,087,381
Telephone Calling Cards:		\$0	\$0	\$0
Dedicated Transmission:		\$0	\$135,500	\$135,500
Packet Switched:		\$0	\$0	\$0
ISDN:		\$0	\$0	\$0
Video Teleconferencing:		\$0	\$0	\$0
Voice Mail:		\$0	\$0	\$0
Other:		\$0	\$0	\$0
Taxes and Adjustments:		\$0	\$0	\$0
<b>Total:</b>		<b>\$0</b>	<b>\$6,222,881</b>	<b>\$6,222,881<sup>i</sup></b>

<b>Wireless Services</b>			
Cellular (voice and data):		\$7,285	
Paging:		\$32,824	
Other:		\$0	
Taxes and Adjustments:		\$0	
<b>Total:</b>		<b>\$40,109<sup>i</sup></b>	

<b>Support Contract Services</b>		GSA Provided	Non-GSA	Total
Telecommunications Support Contracts:		\$0	\$4,049,604	\$4,049,604
Other Contract Services:		\$0	\$230,910	\$230,910
<b>Total:</b>		<b>\$0</b>	<b>\$4,280,514</b>	<b>\$4,280,514<sup>i</sup></b>

(i) Totals for this category are actual 1995 calendar year costs because FDIC maintains cost information based on the calendar year rather than fiscal year.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Federal Emergency Management Agency**

**\$30,986,900**

<b>FTS 2000 Services</b>		
	Reported by GSA	Reported by Agency
Switched Voice:	\$1,387,604	\$862,000
Switched Data:	\$253	\$0
Packet Switched:	\$28,622	\$9,500
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$16,933	\$2,900
Dedicated Transmission:	\$124,430	\$4,200,000
Taxes and Adjustments:	\$205,542	\$78,300
<b>Total:</b>	<b>\$1,763,384</b>	<b>\$5,152,700 <sup>a</sup></b>

<b>Non-FTS 2000 Services</b>			
	Long Distance	International	Total
Switched Voice and Data:	\$5,300,000	\$0	\$5,300,000
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$2,300,000	\$0	\$2,300,000
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$7,600,000</b>	<b>\$0</b>	<b>\$7,600,000 <sup>a</sup></b>

<b>Local Services</b>			
	GSA Provided	Non-GSA	Total
Switched Voice and Data:	\$0	\$1,962,000	\$1,962,000
Telephone Calling Cards:	\$0	\$8,300	\$8,300
Dedicated Transmission:	\$0	\$594,300	\$594,300
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$370,000	\$370,000
Voice Mail:	\$0	\$22,200	\$22,200
Other:	\$0	\$4,819,200	\$4,819,200
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$7,776,000</b>	<b>\$7,776,000 <sup>a</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$1,831,100	
Paging:	\$532,700	
Other:	\$564,000	
Taxes and Adjustments:	\$30,400	
<b>Total:</b>	<b>\$2,958,200 <sup>a</sup></b>	

<b>Support Contract Services</b>			
	GSA Provided	Non-GSA	Total
Telecommunications Support Contracts:	\$0	\$7,500,000	\$7,500,000
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$7,500,000</b>	<b>\$7,500,000 <sup>a</sup></b>

(a) The totals and breakouts are actual amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Federal Reserve System**

**\$24,800,000**

<b>FTS 2000 Services</b>		Reported by GSA	Reported by Agency	
Switched Voice:		\$0	\$0	
Switched Data:		\$0	\$0	
Packet Switched:		\$0	\$0	
Video Transmission:		\$0	\$0	
Switched Digital Integrated:		\$0	\$0	
Dedicated Transmission:		\$0	\$0	
Taxes and Adjustments:		\$0	\$0	
<b>Total:</b>		<b>\$0</b>	<b>\$0<sup>s</sup></b>	

<b>Non-FTS 2000 Services</b>		Long Distance	International	Total
Switched Voice and Data:		\$5,400,000	\$0	\$5,400,000
Telephone Calling Cards:		\$0	\$0	\$0
Dedicated Transmission:		\$10,600,000	\$0	\$10,600,000
Packet Switched:		\$0	\$0	\$0
ISDN:		\$0	\$0	\$0
Video Teleconferencing:		\$0	\$0	\$0
Other:		\$0	\$0	\$0
Taxes and Adjustments:		\$0	\$0	\$0
<b>Total:</b>		<b>\$16,000,000</b>	<b>\$0</b>	<b>\$16,000,000<sup>x</sup></b>

<b>Local Services</b>		GSA Provided	Non-GSA	Total
Switched Voice and Data:		\$0	\$0	\$0
Telephone Calling Cards:		\$0	\$0	\$0
Dedicated Transmission:		\$0	\$8,800,000	\$8,800,000
Packet Switched:		\$0	\$0	\$0
ISDN:		\$0	\$0	\$0
Video Teleconferencing:		\$0	\$0	\$0
Voice Mail:		\$0	\$0	\$0
Other:		\$0	\$0	\$0
Taxes and Adjustments:		\$0	\$0	\$0
<b>Total:</b>		<b>\$0</b>	<b>\$8,800,000</b>	<b>\$8,800,000<sup>y</sup></b>

<b>Wireless Services</b>				
Cellular (voice and data):			\$0	
Paging:			\$0	
Other:			\$0	
Taxes and Adjustments:			\$0	
<b>Total:</b>			<b>\$0<sup>y</sup></b>	

<b>Support Contract Services</b>		GSA Provided	Non-GSA	Total
Telecommunications Support Contracts:		\$0	\$0	\$0
Other Contract Services:		\$0	\$0	\$0
<b>Total:</b>		<b>\$0</b>	<b>\$0</b>	<b>\$0<sup>x</sup></b>

(s) Agency does not use FTS2000. (x) Non-FTS2000 Services totals are actuals and include costs for Support Contracts, but breakouts are unknown. (y) The Local Services total is an actual and includes costs for Wireless Services, but breakouts are unknown.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Federal Trade Commission**

**\$991,275**

<b>FTS 2000 Services</b>			Reported by GSA	Reported by Agency
Switched Voice:	\$221,665	\$251,170		
Switched Data:	\$0	\$0		
Packet Switched:	\$8,077	\$5,653		
Video Transmission:	\$0	\$0		
Switched Digital Integrated:	\$0	\$0		
Dedicated Transmission:	\$124,723	\$122,676		
Taxes and Adjustments:	\$44,968	\$53,184		
<b>Total:</b>	<b>\$399,433</b>	<b>\$432,683</b>	<sup>a</sup>	

<b>Non-FTS 2000 Services</b>			
	Long Distance	International	Total
Switched Voice and Data:	\$0	\$0	\$0
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$46,676</b>	<b>\$19,200</b>	<b>\$65,876</b>

<b>Local Services</b>			
	GSA Provided	Non-GSA	Total
Switched Voice and Data:	\$0	\$0	\$0
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$8,812</b>	<b>\$320,769</b>	<b>\$329,581</b>

<b>Wireless Services</b>	
Cellular (voice and data):	\$7,495
Paging:	\$2,640
Other:	\$0
Taxes and Adjustments:	\$0
<b>Total:</b>	<b>\$10,135</b>

<b>Support Contract Services</b>			
	GSA Provided	Non-GSA	Total
Telecommunications Support Contracts:	\$0	\$0	\$0
Other Contract Services:	\$0	\$153,000	\$153,000
<b>Total:</b>	<b>\$0</b>	<b>\$153,000</b>	<b>\$153,000</b>

(a) The totals and breakouts are actual amounts. (c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**General Services Administration**

**\$31,110,764**

<b>FTS 2000 Services</b>		<b>Reported by GSA</b>	<b>Reported by Agency</b>	
	Switched Voice:	\$5,694,436	\$5,612,159	
	Switched Data:	\$76,885	\$26,054	
	Packet Switched:	\$892,201	\$892,024	
	Video Transmission:	\$35,761	\$25,717	
	Switched Digital Integrated:	\$234,109	\$30,282	
	Dedicated Transmission:	\$2,109,407	\$2,108,430	
	Taxes and Adjustments:	\$824,802	\$748,081	
	<b>Total:</b>	<b>\$9,867,603</b>	<b>\$9,442,747<sup>a</sup></b>	

<b>Non-FTS 2000 Services</b>		<b>Long Distance</b>	<b>International</b>	<b>Total</b>
	Switched Voice and Data:	\$55,506	\$0	\$55,506
	Telephone Calling Cards:	\$0	\$0	\$0
	Dedicated Transmission:	\$0	\$25,000	\$25,000
	Packet Switched:	\$0	\$0	\$0
	ISDN:	\$0	\$0	\$0
	Video Teleconferencing:	\$0	\$0	\$0
	Other:	\$0	\$0	\$0
	Taxes and Adjustments:	\$0	\$0	\$0
	<b>Total:</b>	<b>\$55,506</b>	<b>\$25,000</b>	<b>\$80,506<sup>t</sup></b>

<b>Local Services</b>		<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
	Switched Voice and Data:	\$13,912,695	\$0	\$13,912,695
	Telephone Calling Cards:	\$0	\$0	\$0
	Dedicated Transmission:	\$0	\$555,118	\$555,118
	Packet Switched:	\$0	\$0	\$0
	ISDN:	\$0	\$27,941	\$27,941
	Video Teleconferencing:	\$0	\$0	\$0
	Voice Mail:	\$0	\$0	\$0
	Other:	\$0	\$221,520	\$221,520
	Taxes and Adjustments:	\$0	\$0	\$0
	<b>Total:</b>	<b>\$13,912,695</b>	<b>\$804,579</b>	<b>\$14,717,274<sup>t</sup></b>

<b>Wireless Services</b>				
	Cellular (voice and data):		\$350,000	
	Paging:		\$0	
	Other:		\$0	
	Taxes and Adjustments:		\$0	
	<b>Total:</b>		<b>\$350,000<sup>t</sup></b>	

<b>Support Contract Services</b>		<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
	Telecommunications Support Contracts:	\$4,117,080	\$0	\$4,117,080
	Other Contract Services:	\$653,157	\$1,750,000	\$2,403,157
	<b>Total:</b>	<b>\$4,770,237</b>	<b>\$1,750,000</b>	<b>\$6,520,237<sup>a</sup></b>

(a) The totals and breakouts are actual amounts. (t) Totals are underestimated because some breakouts are unknown.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**National Aeronautics and Space Administration**

**\$164,519,659**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$7,101,383	\$7,100,933
Switched Data:	\$13,043	\$13,043
Packet Switched:	\$3,160	\$3,159
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$25,667	\$0
Dedicated Transmission:	\$22,393,434	\$22,410,883
Taxes and Adjustments:	\$2,188,252	\$2,531,951
<b>Total:</b>	<b>\$31,724,938</b>	<b>\$32,059,969<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$168,841	\$744,260	\$913,101
Telephone Calling Cards:	\$64,504	\$180,050	\$244,554
Dedicated Transmission:	\$14,460,266	\$12,180,904	\$26,641,170
Packet Switched:	\$500,000	\$0	\$500,000
ISDN:	\$3,290	\$0	\$3,290
Video Teleconferencing:	\$1,531,043	\$0	\$1,531,043
Other:	\$1,400	\$700,000	\$701,400
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$16,729,344</b>	<b>\$13,805,214</b>	<b>\$30,534,558<sup>a</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$20,000	\$4,911,717	\$4,931,717
Telephone Calling Cards:	\$30,000	\$33,644	\$63,644
Dedicated Transmission:	\$18,000	\$1,021,180	\$1,039,180
Packet Switched:	\$0	\$52,000	\$52,000
ISDN:	\$1,300,000	\$19,320	\$1,319,320
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$53,300	\$53,300
Other:	\$0	\$69,800	\$69,800
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$1,368,000</b>	<b>\$6,160,961</b>	<b>\$7,528,961<sup>a</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$226,818	
Paging:	\$168,945	
Other:	\$537,384	
Taxes and Adjustments:	\$1,376	
<b>Total:</b>	<b>\$934,523<sup>a</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$0	\$89,861,648	\$89,861,648
Other Contract Services:	\$0	\$3,600,000	\$3,600,000
<b>Total:</b>	<b>\$0</b>	<b>\$93,461,648</b>	<b>\$93,461,648<sup>a</sup></b>

(a) The totals and breakouts are actual amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**National Archives & Records Administration**

**\$1,542,428**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$341,155	\$341,155
Switched Data:	\$0	\$0
Packet Switched:	\$59,067	\$59,067
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$0	\$0
Dedicated Transmission:	\$6,572	\$6,572
Taxes and Adjustments:	\$39,951	\$39,951
<b>Total:</b>	<b>\$446,745</b>	<b>\$446,745<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$6,678	\$32,521	\$39,199
Telephone Calling Cards:	\$1,500	\$0	\$1,500
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$8,178</b>	<b>\$32,521</b>	<b>\$40,699<sup>c</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$709,397	\$241,935	\$951,332
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$673	\$673
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$1,300	\$242	\$1,542
<b>Total:</b>	<b>\$710,697</b>	<b>\$242,850</b>	<b>\$953,547<sup>c</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$218	
Paging:	\$11,373	
Other:	\$0	
Taxes and Adjustments:	\$12	
<b>Total:</b>	<b>\$11,603<sup>a</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$20,903	\$68,931	\$89,834
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$20,903</b>	<b>\$68,931</b>	<b>\$89,834<sup>a</sup></b>

(a) The totals and breakouts are actual amounts. (c) The totals are estimates and the breakouts are estimated, unavailable, or unknown.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**National Labor Relations Board**

**\$1,878,368**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$465,209	\$484,209
Switched Data:	\$0	\$0
Packet Switched:	\$7,308	\$4,289
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$0	\$0
Dedicated Transmission:	\$5,866	\$5,870
Taxes and Adjustments:	\$54,651	\$56,522
<b>Total:</b>	<b>\$533,033</b>	<b>\$550,890<sup>b</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$66,500	\$0	\$66,500
Telephone Calling Cards:	\$3,330	\$1,110	\$4,440
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$69,830</b>	<b>\$1,110</b>	<b>\$70,940<sup>b</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$1,149,000	\$0	\$1,149,000
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$20,000	\$10,000	\$30,000
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$1,169,000</b>	<b>\$10,000</b>	<b>\$1,179,000<sup>b</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$2,500	
Paging:	\$0	
Other:	\$0	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$2,500<sup>a</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$65,038	\$10,000	\$75,038
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$65,038</b>	<b>\$10,000</b>	<b>\$75,038<sup>a</sup></b>

(a) The totals and breakouts are actual amounts. (b) The totals are actual amounts, but the breakouts are estimates.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**National Science Foundation**

**\$1,177,098**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$244,342	\$244,342
Switched Data:	\$4,420	\$4,420
Packet Switched:	\$3,920	\$3,920
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$1,833	\$1,833
Dedicated Transmission:	\$0	\$0
Taxes and Adjustments:	\$22,157	\$22,157
<b>Total:</b>	<b>\$276,672</b>	<b>\$276,672<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$0	\$55,155	\$55,155
Telephone Calling Cards:	\$0	\$33,456	\$33,456
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$88,611</b>	<b>\$88,611<sup>a</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$495,083	\$514	\$495,597
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$25,126	\$6,221	\$31,347
Other:	\$0	\$40,978	\$40,978
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$520,209</b>	<b>\$47,713</b>	<b>\$567,922<sup>a</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):		\$563
Paging:		\$6,462
Other:		\$0
Taxes and Adjustments:		\$0
<b>Total:</b>		<b>\$7,025<sup>a</sup></b>

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$201,686	\$0	\$201,686
Other Contract Services:	\$35,182	\$0	\$35,182
<b>Total:</b>	<b>\$236,868</b>	<b>\$0</b>	<b>\$236,868<sup>c</sup></b>

(a) The totals and breakouts are actual amounts. (c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Nuclear Regulatory Commission**

**\$11,323,276**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$839,324	\$839,685
Switched Data:	\$0	\$0
Packet Switched:	\$1,282	\$1,280
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$8,961	\$8,961
Dedicated Transmission:	\$616,540	\$616,540
Taxes and Adjustments:	\$96,349	\$96,350
<b>Total:</b>	<b>\$1,562,455</b>	<b>\$1,562,816<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$16,804	\$461	\$17,265
Telephone Calling Cards:	\$0	\$11,875	\$11,875
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$3,758	\$0	\$3,758
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$25,236	\$0	\$25,236
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$45,798</b>	<b>\$12,336</b>	<b>\$58,134<sup>a</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$1,051,213	\$602,783	\$1,653,996
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$83,039	\$83,039
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$152,691	\$152,691
Other:	\$0	\$102,895	\$102,895
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$1,051,213</b>	<b>\$941,408</b>	<b>\$1,992,621<sup>a</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$41,373	
Paging:	\$124,476	
Other:	\$1,000	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$166,849<sup>a</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$5,638	\$1,567,800	\$1,573,438
Other Contract Services:	\$0	\$5,969,418	\$5,969,418
<b>Total:</b>	<b>\$5,638</b>	<b>\$7,537,218</b>	<b>\$7,542,856<sup>a</sup></b>

(a) The totals and breakouts are actual amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Office of Personnel Management**

**\$5,290,578**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$1,459,120	\$1,459,120
Switched Data:	\$8,935	\$8,935
Packet Switched:	\$21,569	\$21,569
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$3,300	\$3,300
Dedicated Transmission:	\$542,232	\$542,232
Taxes and Adjustments:	\$185,422	\$185,422
<b>Total:</b>	<b>\$2,220,578</b>	<b>\$2,220,578<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$0	\$0	\$0
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0<sup>f</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$0	\$0	\$0
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$3,070,000<sup>f</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$0	
Paging:	\$0	
Other:	\$0	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$0<sup>f</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$0	\$0	\$0
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0<sup>f</sup></b>

(a) The totals and breakouts are actual amounts. (f) The total shown under Local Services is an actual total for non-FTS long distance, local, wireless, and support contracts, but breakouts are unknown.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Panama Canal Commission**

**\$35,707**

FTS 2000 Services	Reported by GSA	Reported by Agency
Switched Voice:	\$624	\$3,400
Switched Data:	\$0	\$0
Packet Switched:	\$0	\$0
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$0	\$0
Dedicated Transmission:	\$0	\$0
Taxes and Adjustments:	\$116	\$0
<b>Total:</b>	<b>\$739</b>	<b>\$3,400<sup>d</sup></b>

Non-FTS 2000 Services	Long Distance	International	Total
Switched Voice and Data:	\$0	\$0	\$0
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$19,812<sup>d,m</sup></b>

Local Services	GSA Provided	Non-GSA	Total
Switched Voice and Data:	\$0	\$10,510	\$10,510
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$10,510</b>	<b>\$10,510<sup>d,m</sup></b>

Wireless Services		
Cellular (voice and data):		\$1,610
Paging:		\$0
Other:		\$0
Taxes and Adjustments:		\$0
<b>Total:</b>		<b>\$1,610<sup>d,m</sup></b>

Support Contract Services	GSA Provided	Non-GSA	Total
Telecommunications Support Contracts:	\$375	\$0	\$375
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$375</b>	<b>\$0</b>	<b>\$375<sup>d,m</sup></b>

(d) The totals are actual amounts, but the breakouts are unknown or unavailable. (m) Costs for the Commission's office in Panama are not included.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Peace Corps**

**\$4,070,514**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$358,082	\$358,085
Switched Data:	\$0	\$0
Packet Switched:	\$148,483	\$148,486
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$0	\$0
Dedicated Transmission:	\$51,419	\$51,420
Taxes and Adjustments:	\$95,735	\$95,734
<b>Total:</b>	<b>\$653,720</b>	<b>\$653,725<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$19,760	\$2,470,782	\$2,490,542
Telephone Calling Cards:	\$126	\$6,688	\$6,814
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$21,678	\$12,383	\$34,061
Taxes and Adjustments:	\$2,385	\$44,406	\$46,791
<b>Total:</b>	<b>\$43,949</b>	<b>\$2,534,259</b>	<b>\$2,578,208<sup>a</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$412,051	\$210,618	\$622,669
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$7,435	\$7,435
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$27,568	\$27,568
Other:	\$0	\$8,309	\$8,309
Taxes and Adjustments:	\$0	\$11,915	\$11,915
<b>Total:</b>	<b>\$412,051</b>	<b>\$265,845</b>	<b>\$677,896<sup>a</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$2,803	
Paging:	\$10,150	
Other:	\$0	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$12,953<sup>a</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$113,624	\$5,195	\$118,819
Other Contract Services:	\$0	\$28,913	\$28,913
<b>Total:</b>	<b>\$113,624</b>	<b>\$34,108</b>	<b>\$147,732<sup>a</sup></b>

(a) The totals and breakouts are actual amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Railroad Retirement Board**

**\$1,288,673**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$202,987	\$213,604
Switched Data:	\$0	\$0
Packet Switched:	\$609,167	\$606,654
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$0	\$0
Dedicated Transmission:	\$12,673	\$11,618
Taxes and Adjustments:	\$40,528	\$68,499
<b>Total:</b>	<b>\$865,354</b>	<b>\$900,375<sup>c</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$16,067	\$1,024	\$17,091
Telephone Calling Cards:	\$1,076	\$0	\$1,076
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$619	\$0	\$619
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$327	\$0	\$327
<b>Total:</b>	<b>\$18,089</b>	<b>\$1,024</b>	<b>\$19,113<sup>a</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$242,594	\$114,108	\$356,702
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$600	\$0	\$600
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$70	\$70
<b>Total:</b>	<b>\$243,194</b>	<b>\$114,178</b>	<b>\$357,372<sup>a</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$3,732	
Paging:	\$7,982	
Other:	\$0	
Taxes and Adjustments:	\$99	
<b>Total:</b>	<b>\$11,813<sup>a</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$0	\$0	\$0
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0<sup>a</sup></b>

(a) The totals and breakouts are actual amounts. (c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Securities and Exchange Commission**

**\$4,008,695**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>	
Switched Voice:	\$527,796	\$0	
Switched Data:	\$0	\$0	
Packet Switched:	\$456,342	\$0	
Video Transmission:	\$0	\$0	
Switched Digital Integrated:	\$1,500	\$0	
Dedicated Transmission:	\$226,969	\$0	
Taxes and Adjustments:	\$173,526	\$0	
<b>Total:</b>	<b>\$1,386,134</b>	<b>\$1,386,134</b>	<sup>d</sup>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$0	\$0	\$0
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$397,386	\$0	\$397,386
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$397,386</b>	<b>\$0</b>	<b>\$397,386</b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$0	\$0	\$0
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$1,152,158</b>	<b>\$965,779</b>	<b>\$2,117,937</b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$0	
Paging:	\$26,516	
Other:	\$595	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$27,111</b>	<sup>a</sup>

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$0	\$80,127	\$80,127
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$80,127</b>	<b>\$80,127</b>

(a) The totals and breakouts are actual amounts. (c) The totals are estimates and breakouts are estimated, unavailable, or unknown amounts. (d) The totals are actual amounts, but the breakouts are unknown or unavailable.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Small Business Administration**

**\$9,289,444**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$2,638,963	\$3,399,249
Switched Data:	\$42,000	\$42,000
Packet Switched:	\$15	\$15
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$18,517	\$18,517
Dedicated Transmission:	\$1,781,069	\$1,781,069
Taxes and Adjustments:	\$443,790	\$422,246
<b>Total:</b>	<b>\$4,924,354</b>	<b>\$5,663,095<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$0	\$446	\$446
Telephone Calling Cards:	\$0	\$500	\$500
Dedicated Transmission:	\$17,429	\$0	\$17,429
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$17,429</b>	<b>\$946</b>	<b>\$18,375<sup>c</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$3,198,990	\$200,000	\$3,398,990
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$50,000	\$50,000
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$128,255	\$128,255
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$3,198,990</b>	<b>\$378,255</b>	<b>\$3,577,245<sup>c</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$16,249	
Paging:	\$14,480	
Other:	\$0	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$30,729<sup>a</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$0	\$0	\$0
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0<sup>e</sup></b>

(a) The totals and breakouts are actual amounts. (c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts.  
(e) Costs are unknown or unavailable.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Smithsonian Institution**

**\$4,619,281**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$816,387	\$734,087
Switched Data:	\$0	\$0
Packet Switched:	\$29,328	\$19,286
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$2,000	\$2,000
Dedicated Transmission:	\$96,147	\$96,147
Taxes and Adjustments:	\$136,585	\$118,625
<b>Total:</b>	<b>\$1,080,448</b>	<b>\$970,145<sup>b</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$88,602	\$227,995	\$316,597
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$30,000	\$0	\$30,000
Packet Switched:	\$0	\$200,700	\$200,700
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$118,602</b>	<b>\$428,695</b>	<b>\$547,297<sup>c</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$558,000	\$2,511,300	\$3,069,300
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$29,539	\$29,539
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$558,000</b>	<b>\$2,540,839</b>	<b>\$3,098,839<sup>c</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$0	
Paging:	\$3,000	
Other:	\$0	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$3,000<sup>c</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$0	\$0	\$0
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0<sup>e</sup></b>

(b) The totals are actuals, but the breakouts are estimates. (c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts. (e) Costs are unknown or unavailable.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Social Security Administration**

**\$117,520,031**

<b>FTS 2000 Services</b>		
	Reported by GSA	Reported by Agency
Switched Voice:	\$49,744,187	\$49,744,187
Switched Data:	\$135,109	\$135,109
Packet Switched:	\$166,128	\$166,127
Video Transmission:	\$740,258	\$740,258
Switched Digital Integrated:	\$179,736	\$179,736
Dedicated Transmission:	\$22,453,339	\$22,453,339
Taxes and Adjustments:	\$5,310,496	\$5,310,497
<b>Total:</b>	<b>\$78,729,253</b>	<b>\$78,729,253<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>			
	Long Distance	International	Total
Switched Voice and Data:	\$4,110,006	\$1,292,514	\$5,402,520
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$4,110,006</b>	<b>\$1,292,514</b>	<b>\$5,402,520<sup>a</sup></b>

<b>Local Services</b>			
	GSA Provided	Non-GSA	Total
Switched Voice and Data:	\$8,975,169	\$11,072,930	\$20,048,099
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$2,164,997	\$2,164,997
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$8,975,169</b>	<b>\$13,237,927</b>	<b>\$22,213,096<sup>a</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):		\$589,483
Paging:		\$0
Other:		\$0
Taxes and Adjustments:		\$0
<b>Total:</b>		<b>\$589,483<sup>a</sup></b>

<b>Support Contract Services</b>			
	GSA Provided	Non-GSA	Total
Telecommunications Support Contracts:	\$0	\$395,373	\$395,373
Other Contract Services:	\$0	\$10,190,306	\$10,190,306
<b>Total:</b>	<b>\$0</b>	<b>\$10,585,679</b>	<b>\$10,585,679<sup>a</sup></b>

(a) The totals and breakouts are actual amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**Tennessee Valley Authority**

**\$9,290,305**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$1,939,676	\$1,939,807
Switched Data:	\$0	\$0
Packet Switched:	\$110,796	\$110,795
Video Transmission:	\$9,050	\$9,050
Switched Digital Integrated:	\$1,000	\$1,001
Dedicated Transmission:	\$1,492,505	\$1,492,506
Taxes and Adjustments:	\$280,644	\$280,646
<b>Total:</b>	<b>\$3,833,671</b>	<b>\$3,833,805<sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$386,000	\$50,000	\$436,000
Telephone Calling Cards:	\$7,000	\$18,000	\$25,000
Dedicated Transmission:	\$587,000	\$0	\$587,000
Packet Switched:	\$0	\$0	\$0
ISDN:	\$500	\$0	\$500
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$980,500</b>	<b>\$68,000</b>	<b>\$1,048,500<sup>c</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$0	\$2,363,000	\$2,363,000
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$481,000	\$481,000
Packet Switched:	\$0	\$12,000	\$12,000
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$2,856,000</b>	<b>\$2,856,000<sup>a</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$996,000	
Paging:	\$545,000	
Other:	\$0	
Taxes and Adjustments:	\$11,000	
<b>Total:</b>	<b>\$1,552,000<sup>a</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$0	\$0	\$0
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0<sup>a</sup></b>

(a) The totals and breakouts are actual amounts. (c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**U.S. Army Corps of Engineers**

**\$41,364,668**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>	
Switched Voice:	\$5,255,981	\$6,498,426	
Switched Data:	\$1,746	\$1,746	
Packet Switched:	\$37,082	\$37,082	
Video Transmission:	\$530,755	\$490,755	
Switched Digital Integrated:	\$34,018	\$34,018	
Dedicated Transmission:	\$3,021,374	\$3,021,374	
Taxes and Adjustments:	\$732,708	\$732,707	
<b>Total:</b>	<b>\$9,613,663</b>	<b>\$10,816,108</b>	<sup>c</sup>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$962,351	\$387,060	\$1,349,411
Telephone Calling Cards:	\$75,330	\$170,298	\$245,628
Dedicated Transmission:	\$501,040	\$557,991	\$1,059,031
Packet Switched:	\$0	\$284,000	\$284,000
ISDN:	\$2,106	\$0	\$2,106
Video Teleconferencing:	\$17,675	\$0	\$17,675
Other:	\$112,153	\$92,291	\$204,444
Taxes and Adjustments:	\$2,984	\$15	\$2,999
<b>Total:</b>	<b>\$1,673,639</b>	<b>\$1,491,655</b>	<b>\$3,165,294</b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$7,686,885	\$4,488,373	\$12,175,258
Telephone Calling Cards:	\$0	\$21,965	\$21,965
Dedicated Transmission:	\$11,022	\$366,536	\$377,558
Packet Switched:	\$0	\$116,470	\$116,470
ISDN:	\$38,896	\$67,601	\$106,497
Video Teleconferencing:	\$0	\$76,000	\$76,000
Voice Mail:	\$61,220	\$104,641	\$165,861
Other:	\$39,123	\$1,364,463	\$1,403,586
Taxes and Adjustments:	\$323,955	\$92,878	\$416,833
<b>Total:</b>	<b>\$8,161,101</b>	<b>\$6,698,927</b>	<b>\$14,860,028</b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$1,518,757	
Paging:	\$191,238	
Other:	\$79,182	
Taxes and Adjustments:	\$14,321	
<b>Total:</b>	<b>\$1,803,498</b>	<sup>c</sup>

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$2,590,404	\$2,181,979	\$4,772,383
Other Contract Services:	\$2,505,264	\$3,442,093	\$5,947,357
<b>Total:</b>	<b>\$5,095,668</b>	<b>\$5,624,072</b>	<b>\$10,719,740</b>

(c) The totals are estimates and the breakouts are estimated, unavailable, or unknown amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**U.S. Information Agency**

**\$2,464,023**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>	
Switched Voice:	\$336,397	\$334,300	
Switched Data:	\$1,020	\$1,002	
Packet Switched:	\$0	\$0	
Video Transmission:	\$0	\$0	
Switched Digital Integrated:	\$3,905	\$0	
Dedicated Transmission:	\$71,501	\$74,806	
Taxes and Adjustments:	\$71,655	\$71,655	
<b>Total:</b>	<b>\$484,478</b>	<b>\$481,763</b>	<sup>c</sup>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$0	\$1,637,341	\$1,637,341
Telephone Calling Cards:	\$10,951	\$31,127	\$42,078
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$4,000	\$0	\$4,000
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$14,951</b>	<b>\$1,668,468</b>	<b>\$1,683,419</b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$111,113	\$0	\$111,113
Telephone Calling Cards:	\$7,775	\$0	\$7,775
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$81,611	\$15,661	\$97,272
Video Teleconferencing:	\$0	\$8,000	\$8,000
Voice Mail:	\$12,029	\$0	\$12,029
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$212,528</b>	<b>\$23,661</b>	<b>\$236,189</b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$17,932	
Paging:	\$11,369	
Other:	\$0	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$29,301</b>	<sup>c</sup>

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$33,351	\$0	\$33,351
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$33,351</b>	<b>\$0</b>	<b>\$33,351</b>

(c) The total are estimates and the breakouts are estimated, unavailable, or unknown amounts.

**Appendix V  
Detailed Summary of Agency Responses to  
GAO's Survey and GSA's Reported Costs for  
FTS 2000 Services**

**U.S. Postal Service**

**\$122,344,110**

<b>FTS 2000 Services</b>	<b>Reported by GSA</b>	<b>Reported by Agency</b>
Switched Voice:	\$12,602,207	\$12,598,675
Switched Data:	\$147,446	\$147,446
Packet Switched:	\$11,529	\$11,236
Video Transmission:	\$0	\$0
Switched Digital Integrated:	\$87,967	\$87,967
Dedicated Transmission:	\$3,834,022	\$3,834,022
Taxes and Adjustments:	\$1,405,243	\$1,404,422
<b>Total:</b>	<b>\$18,088,414</b>	<b>\$18,083,768 <sup>a</sup></b>

<b>Non-FTS 2000 Services</b>	<b>Long Distance</b>	<b>International</b>	<b>Total</b>
Switched Voice and Data:	\$107,076	\$0	\$107,076
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$18,741,508	\$0	\$18,741,508
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$18,848,584</b>	<b>\$0</b>	<b>\$18,848,584 <sup>a</sup></b>

<b>Local Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Switched Voice and Data:	\$0	\$0	\$0
Telephone Calling Cards:	\$0	\$0	\$0
Dedicated Transmission:	\$0	\$0	\$0
Packet Switched:	\$0	\$0	\$0
ISDN:	\$0	\$0	\$0
Video Teleconferencing:	\$0	\$0	\$0
Voice Mail:	\$0	\$0	\$0
Other:	\$0	\$0	\$0
Taxes and Adjustments:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$85,411,758 <sup>k</sup></b>

<b>Wireless Services</b>		
Cellular (voice and data):	\$0	
Paging:	\$0	
Other:	\$0	
Taxes and Adjustments:	\$0	
<b>Total:</b>	<b>\$0 <sup>k</sup></b>	

<b>Support Contract Services</b>	<b>GSA Provided</b>	<b>Non-GSA</b>	<b>Total</b>
Telecommunications Support Contracts:	\$0	\$0	\$0
Other Contract Services:	\$0	\$0	\$0
<b>Total:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0 <sup>k</sup></b>

(a) The totals and breakouts are actual amounts. (k) The total shown under Local Services is an actual total for local, wireless, and support contract services and the breakouts are unknown or unavailable.

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# Glossary

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Allocated FTS 2000 Service	Switches are owned by GSA and shared by more than one customer agency. Telephone numbers and calls are not identifiable; therefore, GSA prorates the monthly charges to the customer based upon the number of lines each agency has at that location.
Dedicated Transmission Services	A telecommunications service for which the private line transmission of voice or data on a dedicated circuit between two or more end locations is continuously available and from which pricing is not sensitive to the numbers of minutes or calls.
Exclusive FTS 2000 Service	Agency managed switches owned or leased by a specific agency. Telephone numbers and calls are identifiable to the agency user.
Fedcard	Federal telephone calling cards that allow callers to make certain types of calls from off-net locations.
ISDN	Integrated Services Digital Network. A network that provides end-to-end connectivity to support a wide range of services, including voice and nonvoice services not provided by FTS 2000.
Local Switched Voice & Data	At a minimum, costs under this category should include any line charges (dial tone), message units (usage), and any enhanced features, such as call waiting, call forwarding, etc.
Packet Switched Services	A service in which messages are broken down into smaller units called packets, which are then individually addressed and routed through the network, including x.25 packet, frame relay, SMDS, and ATM.
Switched Data Service	A circuit switched telecommunications service which has the capability of transmitting data at rates of 56 to 64 kilobits per second over conditioned access lines.
Switched Digital Integrated Services (SDIS)	SDIS provides the capability of integrating voice, data, image, and video services by means of digital connectivity to FTS 2000 users.

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**Glossary**

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<b>Switched Voice Service</b>	A circuit switched telecommunications service which has the capability of transmitting voice or data.
<b>Telephone Calling Cards</b>	Commercial telephone calling cards that allow callers to make certain types of calls from off-net locations.
<b>Voice Mail Service</b>	This category includes standalone voice mail services or systems that are provided separately from local service.

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